

EXHIBIT C

16.8.1 Manual Transfer - LiveVox Voice Portal

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MANUAL TRANSFER

You are able to transfer calls to either another 10-digit phone number or a 10-digit number with extension. This feature is typically used when sending a caller to a supervisor, an agent not logged into LiveVox, or another party that may provide assistance in handling the call. To initiate a Manual transfer:

- Select Manual transfer option from the Call Transfer UI.
- Enter the 10-digit phone number or 10-digit number and extension (no dashes) that the call will be transferred to and click **Dial** to initiate the call.

Not Ready 00:00:35

Step 1-Click Connected with All - Active, Campaign

FIRST NAME: [Field]

LAST NAME: [Field]

ACCOUNT NUMBER: 06601774

PHONE NUMBER: [Field]

Enter supervisor phone and extension

Phone: [Field] 7125791072

1 2 3
4 5 6
7 8 9
* 0 Clear

Ext: [Field]

Dial Cancel



Call transfer supports three or more digit extensions.

Related Topics

[Call Transferring](#)

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AGENT TO AGENT TRANSFER

You are able to transfer calls to other agents within the Agent Desktop. To initiate an agent-to-agent transfer:

- Select the "Agent" option from the Call Transfer UI.
- A dropdown menu displaying the alphabetized list of agents available to receive the transfer will appear.



Only agents in "Ready" status will be available for selection from the list. This will include all "Ready" agents in the Call Center (not just the skill).

- Select the name and click **Dial** to transfer the call.



Important information on agent bridge transfer:

- LiveVox will attempt to "lock" the "Ready" agents to ensure successful transfers; if transfer lock fails due to a near simultaneous transfer, the system will notify you and ask you to select another from the list.
- System supports "warm transfer" which allows agent 1 (who transfers the call) to speak to agent 2 (who receives the call) while the customer remains on hold.
- When the transfer succeeds:
- System confirms transfer and agent lock.

16.8.2 Agent to Agent Transfer - LiveVox Voice Portal

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- *Agent who received the transferred call receives the screen pop and agent who sent the transfer is put back into "Ready" status.*
- *Call Recording continues once the call is transferred.*

Related Topics

[Call Transferring](#)

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FREQUENTLY DIALED NUMBERS PHONEBOOK

You are able to transfer calls to a list of frequently dialed numbers within the Agent Desktop. To use the Phonebook feature:

- Select the Phonebook option from the Call Transfer UI.
- This will display a drop-down with a list of phone numbers or names.
- Select the number and click **Dial** to transfer the call.



Frequently used phone numbers are setup and stored by LiveVox. To setup or update the list of frequently used phone numbers, please contact your manager.

Related Topics

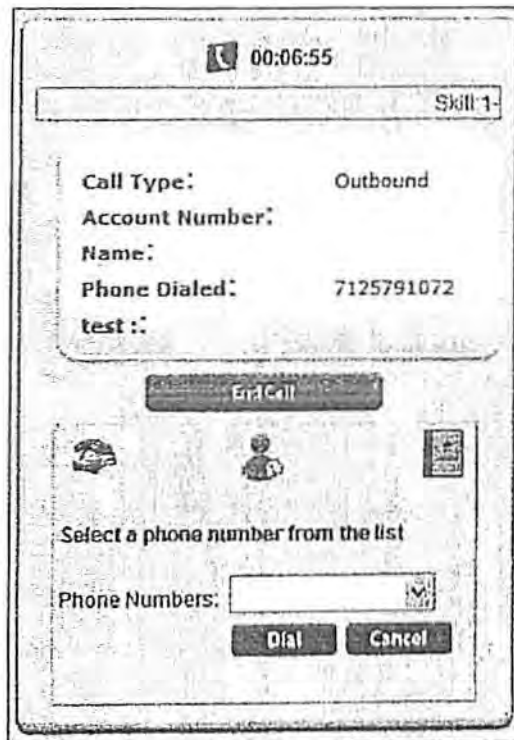
[Call Transferring](#)

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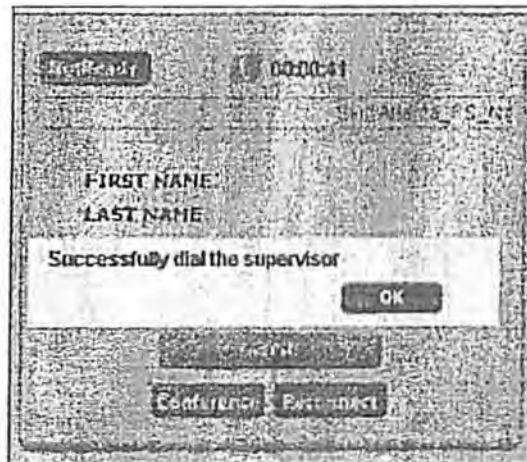
Related Topics

[Call Transferring](#)

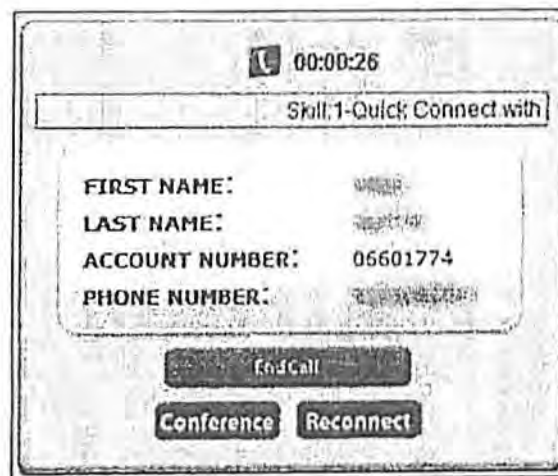
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HANDLING CALL TRANSFERS

- As the call is placed, you will receive a pop-up notifying that the call was successfully launched.
- You will hear the remote phone ringing when transferring a call and the customer will be put on hold.



- Once the transfer call has connected to the 3rd party, you will be prompted either to select **Conference** to connect the third party and the customer, or to select **Reconnect** to drop the third party and reconnect you with the customer.



- When the Conference option has been selected to connect all three parties, you can click **Leave** to be removed from the conference. While it is not required that you say anything, stay in this three-way conference for at least five seconds before leaving to ensure that the transfer was successful.

16.8.4 Handling Call Transfers - LiveVox Voice Portal

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00:00:47

ings:2, CIP: 1

FIRST NAME:

LAST NAME:

ACCOUNT NUMBER: 06601774

PHONE NUMBER:

End Call

Leave

- After leaving the conference, you will go into "Wrap Up" mode and be able to select the appropriate termination code.

00:00:25

Size 1-Click Connect with All - Active C

FIRST NAME:

LAST NAME:

ACCOUNT NUMBER: 06601774

PHONE NUMBER:

Attorney Handling

Bankrupt

Debtor Dispute

Left Message Person

PTP Arranged

PTP by Mail

PTP Credit Card

PTP Direct Check

PTP Fast Pay

PTP Payment in Full

Refused to Pay

Dead Air

Related Topics

[Call Transferring](#)

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16.8.4 Handling Call Transfers - LiveVox Voice Portal

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SCHEDULED CALLBACKS

You can schedule callbacks from the Agent Desktop. When enabled, it will show on the pop-up while you are in "In Call" or "Wrap up" status.

Related Topics

[Optional Features in Agent Desktop \(need to be enabled\)](#)

[Scheduling a Callback](#)

[Agent Initiated Immediate Call Back](#)

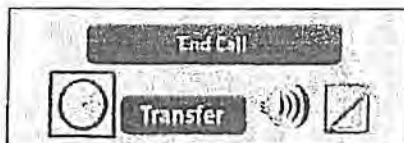
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16.9.1 Scheduling a Callback - LiveVox Voice Portal

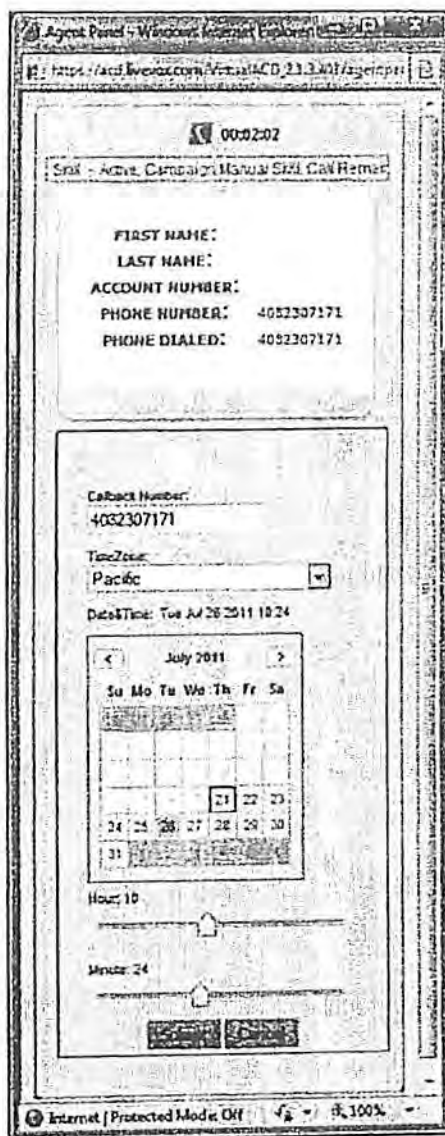
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SCHEDULING A CALLBACK


- Click on  to schedule callbacks.

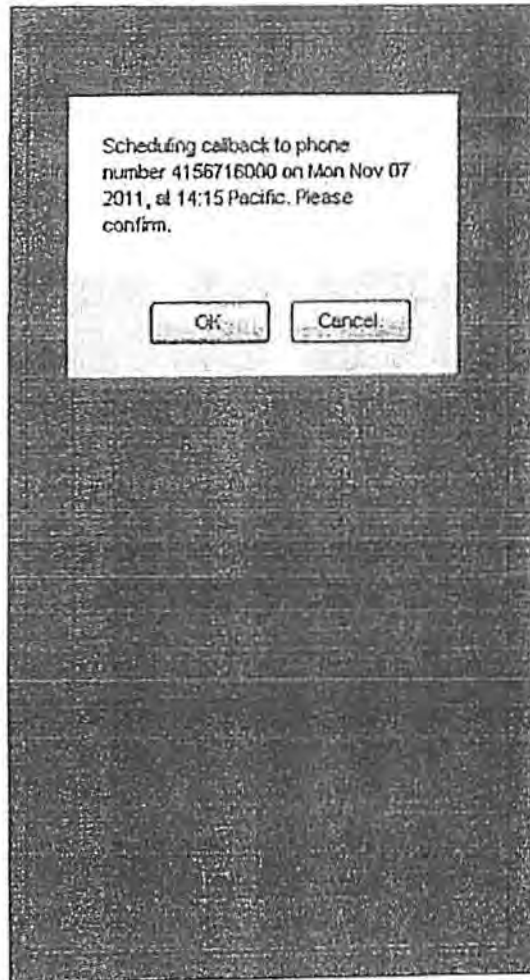


- You will be presented with the below screen which includes a calendar. From this calendar you can schedule the callback. You may also enter a new number if permitted for that skill, change the time zone and use the sliders to select the hour and minute for the callback.

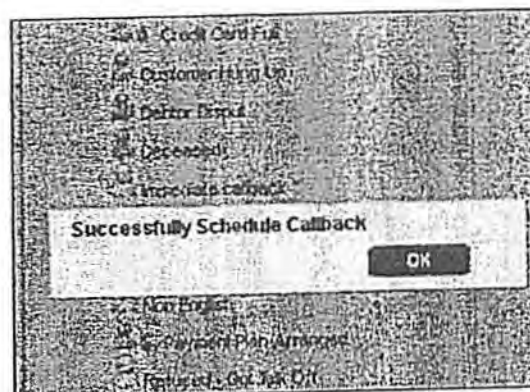

 A screenshot of a web browser window displaying the 'Agent Portal - Windows Internet Explorer' interface. The address bar shows 'http://na3.livevox.com/VirtualACD/21.3.2011/agentportal/'. The page header includes a timer '00:02:02' and a status 'Skill - Active Campaign Monitor Skill Call Remot'. The main content area contains a form with the following fields: 'FIRST NAME:', 'LAST NAME:', 'ACCOUNT NUMBER:', 'PHONE NUMBER: 4052307171', and 'PHONE DIALED: 4052307171'. Below this is a 'Callback Number:' field with '4052307171'. The 'TimeZone:' is set to 'Pacific'. The 'DateTime:' is 'Tue Jul 26 2011 10:24'. A calendar for 'July 2011' is displayed, with the 21st highlighted. Below the calendar are sliders for 'Hour: 10' and 'Minute: 24'. At the bottom, there are buttons for 'Schedule' and 'Cancel'. The browser status bar at the bottom indicates 'Internet | Protected Mode: Off' and '100%' zoom.

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- Once you have entered all the necessary callback parameters, click  to save the settings.
- A confirmation window will appear. Selecting 'OK' commits the callback. Selecting 'Cancel' will take you to the prior screen where you can adjust the callback parameters as necessary and re-submit.



- The Agent Desktop will display a scheduled callback confirmation message.



16.9.1 Scheduling a Callback - LiveVox Voice Portal

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The system performs the following checks once the data is submitted:

- *Ensures that the requested callback date and time are not in the past.*
- *Ensures that the requested time is within the acceptable dialing window as defined for that specific skill if the callback is scheduled for the same day.*
- *The system only allows future callbacks up to 90 days in advance.*
- *It is not required that the agent who scheduled the callback is logged into the original skill to receive the call. As long as you are logged into LiveVox you will get the call.*

Related Topics

[Scheduled Callbacks](#)

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AGENT INITIATED IMMEDIATE CALL BACK

LiveVox supports the ability to manually enter a different number on the same account for immediate callback. You may enter a number and launch another call upon selecting a specific termination code.



Check with your supervisor for which termination codes have immediate callback enabled.

To launch an immediate callback:

- Select a termination code with immediate callback enabled.
- Enter the phone number.

The screenshot shows the LiveVox Voice Portal interface. At the top, there are fields for 'Name', 'Phone Dialed' (7125791072), and 'Tech'. Below these are buttons for 'Transfer' and 'End Call'. A large dialog box titled 'Enter phone number' is in the center, featuring a numeric keypad (1-9, *, 0, Clear) and 'OK' and 'Cancel' buttons. Below the dialog box, a list of termination codes is visible, including 'Wrong Number', 'Wrong Fax', 'Answer Pending', 'Backlog', 'Dialing Dispute', 'Let Message Person', 'PTP Arranged', 'PTP by Mail', 'PTP Credit Card', 'PTP Direct Check', 'PTP Fast Pay', 'PTP Payment in Full', and 'Refused to Pay'.

16.9.2 Agent Initiated Immediate Call Back - LiveVox Voice Portal

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- After entering a phone number, you will be prompted with a confirmation alert.
- Click **OK** to launch the call.

Name: _____

Phone Dialed: 7125791072

Test: _____

Agent Handling

☐ Agent Hang Up

☐ Call Back

☐ Customer Hang Up

The call will be launched, please don't hang up your phone, click save button next

☐ Ready

☐ Not Ready

☐ Wrong Number

☐ Wrong Party

Payment Method

☐ Agency Handling

☐ Bankrupt

☐ Debtors Disputed

☐ Led Messages Person

☐ PTP Arranged

☐ PTP by Mail

☐ PTP Credit Card

☐ PTP Direct Check

☐ PTP Fast Pay

☐ PTP Payment in Full

☐ Refused to Pay

Related Topics[Scheduled Callbacks](#)

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LIVEVOX – ACCESSING REPORTING SERVICES

Related Topics

[Accessing Reports](#)

[Standard Reporting Package](#)

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17.1 Accessing Reports - LiveVox Voice Portal

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ACCESSING REPORTS

- Navigate to Reporting by selecting the 'Report View' link from the Reports drop down menu of the main voice portal menu.

Campaigns	Reports	Administration	Tools	Help
Today	Report View			
Scope			Progress	
			Total	Re
Atlanta - Financial Services				0

Related Topics[LiveVox – Accessing Reporting Services](#)

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17.2 Standard Reporting Package - LiveVox Voice Portal

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STANDARD REPORTING PACKAGE

- Selecting the Reports View Link takes you to the Reports screen that displays available reports by category.

Call Reports
Call Detail Reports (CDR) Failed Operator Report
Campaign Reports
Real Time Reports (RTIR) Campaign Line Summary Report Phone Lookup Report Account Lookup Report Skill Efficiency Report Call Statistics Report
ACD Reports
Call Recording Report Agent Activity Report Agent Summary Report
Billing Reports
Billing Duration Report
Analytics
Hourly Analytics Operator Transfer Analytics Skill Comparison Analytics Penetration Summary Analytics Penetration Detail Analytics

The categories are:

- Call Reports – Provide details for each call
- Campaign Reports – Summary of call level data into selected aggregate categories
- ACD Reports – Provide agent level data
- Billing Duration Report – Breakdown of usage charges for various time periods
- Analytics – provide you information on the contact patterns of consumer campaigns.



Many of the LiveVox Reports contain a "Help" link in the report search window (as shown below), which defines key report metrics.

Search	From 11/01/2011 To 11/04/2011	Help
Submit	Download	

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17.2 Standard Reporting Package - LiveVox Voice Portal

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17.2 Standard Reporting Package - LiveVox Voice Portal

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Related Topics

[LiveVox – Accessing Reporting Services](#)

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CALL REPORTS

The Call Reports category is comprised of two reports, the Call Detail Report and the Failed Operator Report.

Related Topics

[Call Detail Report \(CDR\)](#)

[Failed Operator Report](#)

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19.1 Call Detail Report (CDR) - LiveVox Voice Portal

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CALL DETAIL REPORT (CDR)

- Provides details for every account dialed during a selected date range.
- To access the Call Detail Report click on the 'Call Detail Report (CDR)' link from the Reports menu.
- This takes you to the 'Call Detail Report Search' Tool to choose the parameters for the report.

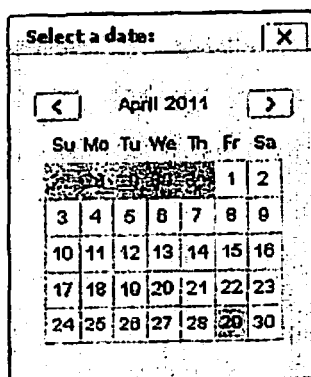


This may only be generated for a three day window due to the amount of data within the report. LiveVox can create call-level results for additional time frames if requested. Data can be generated from up to 270 days back.

The screenshot shows the 'CDR Reports Search' tool with the following fields and options:

- *Data Range:** From To MM/DD/YYYY
- Hour Of Day Range:** From To HH:MM:SS
- Use:** ☐ Call Start Time ☐ Call Finish Time
- *Client:** Demo
- Call Center:**
- Skill:**
- *Report Format:**
- Campaign:**
- Campaign Pattern:**
-

- Six selection variables available within the search tool allow you to manipulate filtering criteria.
 1. **Date Range** – Enables you to type in dates or choose them using the calendar drop down buttons. The calendar allows you to select the start and end date range.



2. **Hour Of Day Range** – Enables you to search for calls within a specified hour of the day range. You can select to search for calls with call start time or call finish time defined

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19.1 Call Detail Report (CDR) - LiveVox Voice Portal

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within the specified range.

Hour Of Day Range	From <input type="text"/>	To <input type="text"/>	HH24:MI:SS
Use <input checked="" type="radio"/> Call Start Time <input type="radio"/> Call Finish Time			

3. Call Center – Select a call center with a drop down menu. Multi-Call Center Selection can be performed by using the hyperlink titled 'Show Multi-Call Center Selection'.

Call Center	Select Call Center... <input type="text"/>
	Show Multi-Call Center Selection
Skill	Select Skill... <input type="text"/>
	Show Multi-Skill Selection
Report Format	Select Report Format... <input type="text"/>
Campaign	Select Campaign... <input type="text"/>
Campaign Pattern	<input type="text"/>

4. Multiple Call Center Selection – Clicking on the 'Show Multi-Call Center Selection' will open the following screen.

Call Center	Select Call Center... <input type="text"/>
	Hide Multi-Call Center Selection
Call Center	<div> Atlanta - Financial Services (439) Atlanta - Flat Packer (429) Denver (395) Inactive Call Center (1222) Los Angeles (15) New York (428) </div>
	<div> <input type="button"/> <input type="button"/> <input type="button"/> <input type="button"/> <input type="button"/> </div>
	<div> Call Center No records found. </div>

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19.1 Call Detail Report (CDR) - LiveVox Voice Portal

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5. **Skill** – A particular skill can be selected using the skill drop down box. If a particular call center is selected prior to selecting a skill, skills only available for that particular call center will appear. Multi-Skill Selection can be performed by using the hyperlink titled 'Show Multi-Skill Selection'.

Call Center: Select Call Center... [M]

Show Multi-Call Center Selection

Skill: Select Skill... [M]

Show Multi-Skill Selection

*Report Format: Select Report Format... [M]

Campaign: Select Campaign... [M]

Campaign Pattern: []

6. **Multiple Skill Selection** – Clicking on the 'Show Multi-Skill Selection' will open the following screen.

skill: Select Skill...

Hide Multi-Skill Selection

Call Center	Skill
Atlanta - Financial Services	Atlanta_FS_Agent_Desktop(1)(5607)
Atlanta - Financial Services	Atlanta_FS_MO(2)(20160)
Atlanta - Financial Services	Atlanta_FS_Manual_Outbound(4)(17797)
Atlanta - Financial Services	Atlanta_FS_PreviewAll_GC(5)(19002)
Atlanta - Financial Services	Atlanta_FS_GC(2)(2008)
Atlanta - Financial Services	Atlanta_Financial_Services_Inbound_87754(9)(20678)

Call Center: Skill:

No records found.





- Multiple Skills and Multiple Call Centers can be easily chosen using the 'Ctrl' key along with the selection of the particular skills to generate a report.

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19.1 Call Detail Report (CDR) - LiveVox Voice Portal

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The screenshot shows a web interface titled "Hide Multi-Skill Selection". It contains two tables. The left table has two columns: "callcenter" and "skill". It lists "Buffalo" as the call center and "Skill 101 (9930)" through "Skill 40 (9940)". The right table is empty and contains the text "No records found." Between the two tables are four arrow buttons: ">", ">>", "<", and "<<". A vertical scroll bar is located on the right side of the left table.

- Use the arrow buttons     to move the skills or call centers to the selection box. You may choose to move one skill or call center at a time using the single arrow buttons or all skills/call centers with the multiple arrow buttons.
 - You may sort skills or call centers in ascending or descending order by clicking on the header. Navigate using the scroll bar along with the page buttons located both on the side and on the bottom of the selection criteria window.
- **Report Format** – Defines the type of format in which you want the report generated. This is usually defined during the set-up process and can be something customized for your organization. The "Expanded Delimited Report" format is standard and available for all clients.
- **Campaign** – Allows you to select a particular campaign for a CDR report.
- **Campaign Pattern** – If you can't recall the campaign name or wish to run a summary report for all campaigns ending/starting with a particular sequence, this option allows you to search by a sequence.
- **Generate Report** – After selecting parameters, generate the report by clicking the 'Generate Report' button located at the bottom of the page. This takes you to the screen below:
 - **Open, Save or Cancel File Download** – Open the file directly into Notepad or save the report elsewhere to be opened in another program (E.g., Text pad or Excel).

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19.1 Call Detail Report (CDR) - LiveVox Voice Portal

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Related Topics

[Call Reports](#)

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19.2 Failed Operator Report - LiveVox Voice Portal

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FAILED OPERATOR REPORT

- Provides additional detail for the calls coded as "Failed Operator Transfer".
- To access the Failed Operator Report click the 'Failed Operator Report' link from the Reports menu.
- This takes you to the 'Failed Operator Reports Search' tool to choose the parameters for the report.
- This search tool has the same filtering and works the same as 'Call Detail Report Search'.



This report may only be generated for a three day window due to the amount of data. LiveVox can create call-level results for additional time frames if requested. Data can be generated from up to 270 days back.

Failed Operator Reports Search

Data Range From: 06/01/2011 To: 06/03/2011

Demo Select Cell Center... [AA]

Skill Select Skill... [AA]

Campaign Select Campaign... [AA]

Campaign Pattern []

Generate Report

1. **Generate Report** – After selecting parameters, generate the report by clicking 'Generate Report' at the bottom of the page. This takes you to the report below. The report will generate with the following data:

Date Time: Date and time of the call

TFH_RESULT: LiveVox result code assigned to the call

Account: Account number associated the phone number

Phone: Phone number dialed for the account

First Name: First name of the customer

Last Name: Last name of the customer

Transfer Hold Duration: Amount of time in seconds the customer was on hold before the abandon occurred

Last Key Press: The last customer key press captured in the system before the call was abandoned

Call Duration: Total amount of call time in seconds

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19.2 Failed Operator Report - LiveVox Voice Portal

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Filename: Campaign file name associated with the Failed Operator Transfer

Summary											
Client		Demo									
Start Date		06/01/2011									
End Date		06/03/2011									
Results											
CALL NAME	DATE TIME	TYPE/RESULT	ACCOUNT	PHONE	FIRSTNAME	LASTNAME	TRANSFER HOLD DURATION	LAST KEY PRESS	CALL DURATION	RELEASE	
Leo Angeles_JPG_Waspas_13	Fri 03-Jun-2011 05:10:51 AM	Operator Transfer (Agent Abandoned)	00776427	4158307550	John	McGee	52	1	01	Goku Internal_Cavalry755011	
New_Mark_1bound (8)	Fri 03-Jun-2011 13:29:31 PM	Operator Transfer (Callor Abandoned)		5156258458					4	20 20579_CALLBACK_CALLS_06-01-2011 1:4	

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19.2 Failed Operator Report - LiveVox Voice Portal

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Related Topics

[Call Reports](#)

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CAMPAIGN REPORTS

The Campaign Reports category is comprised of the Real Time Report, Campaign Line Summary Report, Phone Lookup Report, Account Lookup Report, Skill Efficiency Report and Call Statistics report. These reports are designed to give aggregate-level statistics for skills and campaigns along with look-up features for particular accounts/numbers.

Related Topics

[Real Time Report \(RTR\)](#)

[Campaign Line Summary Report](#)

[Phone Lookup Report](#)

[Account Lookup Report](#)

[Skill Efficiency Report](#)

[Call Statistics Report](#)

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REAL TIME REPORT (RTR)

- Provides real time metrics on Call Center, Skill, or Campaign level statistics.
- To access the Real Time Report, click on the 'Real Time Report (RTR)' link from the Reports menu.
- This takes you to the 'Real Time Report Search' tool to choose the parameters for the report.
- Search tool is similar to those already described in this document.



This report may only be generated with a start and end time frame no greater than 90 days. LiveVox may provide results for additional time frames if requested. Data can be generated from up to 270 days back.

1. Generate Report – After your selection parameters are chosen, you can generate the report by clicking on 'Generate Report' button located at the bottom of the page.
 - While the results may differ for each client due to the implementation of custom disposition codes, the report will provide data around three specific areas: Summary, Outcomes, and Charges (as shown in a sample report below)

20.1 Real Time Report (RTR) - LiveVox Voice Portal

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Period Operator Transfers

Summary

Client: **Home**

Call Center: **03/03/2013 EDT** Report Date: **10/14/2013 22:04:37 EDT**

Start Time: **03/03/2013 EDT**

End Time: **03/03/2013 EDT**

AP: **0**

Connected: **29 (Live Answer 29 Automated Answer 0)**

Not Connected: **0**

Successful Operator Xfer: **27 (94.4%, 76 sec avg)**

Operator Transfer	% of Category	TOTAL	% of Total Calls	Avg Call Length
Operator Transfer	100%	28	96.6%	76.4 seconds
Operator Transfer	42.8%	13	44.8%	78.9 seconds
PTP Paid Day	3.6%	1	3.4%	6 seconds
Wrong Party	3.6%	1	3.4%	20 seconds
Operator Transfer (Agent Terminated Call)	3.6%	1	3.4%	24 seconds
Bankrupt	3.6%	1	3.4%	164 seconds
PTP by Mail	3.6%	1	3.4%	40 seconds
Debtor Dispute	3.6%	1	3.4%	54 seconds
Refused to Pay	7.1%	2	6.9%	54 seconds
Third Party	14.3%	4	13.8%	72.5 seconds
PTP Assigned	7.1%	2	6.9%	129 seconds
Operator Transfer (Agent abandoned)	3.6%	1	3.4%	144 seconds
Customer Hang-Up	100%	1	3.4%	6 seconds
Hang Up in Opening	100%	1	3.4%	6 seconds

Summary

Connected Calls: 29/13/000 \$1.40

Operator Xfer: 29/13/000 \$1.42

Total: 29/13/000 \$2.82

All charges are estimated based on the month so far (including today).

- **Summary** – Includes result details delivered based on the criteria defined by the users along with high-level performance metrics, including a breakout for the last 15 minutes of activity (if available)
 - **Connected Field** – Shows the total number of connected calls as well as a break out between those with a live person versus an answering machine.
 - **Not Connected** – Total number of calls that were not passed through to the agent due to the following reasons: busy tone, invalid phone number or no answer.
 - **Successful Operator Xfer** – Total of all calls successfully connected to an agent as well as percentage of all Operator Transfers that were available for transfer. Average call length is listed in seconds.
 - You may request to display the Promise to Pay (PTP) amount in the Real Time Report. The PTP amount is displayed under the 'Other' category.



The Real Time Report delivers count outcomes based on "Best Results" as opposed to other reports which deliver based on "All Attempts." This means only the most relevant result from connects, non-connects, and transfers is displayed.

- **Outcomes** – Provides detailed breakout on the number of calls made and their outcomes.

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20.1 Real Time Report (RTR) - LiveVox Voice Portal

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- **Operator Transfer Category** – Defines all calls initiating an agent transfer. Many clients have their own custom and specific agent termination codes displayed in this section of the report. Below is a list of generic LiveVox Result Codes and their definitions found in this section:
 - **Operator Transfer** – Call successfully bridged to an agent
 - **Agent PTP (PTP Fast Pay, PTP Arranged)** – Agent entered PTP amounts, defined by method of payment.
 - **Operator Transfer (Caller Abandoned)** – Call unsuccessfully bridged, call recipient hung up after call connected inside the call center but before agent accepted call.
 - **Operator Transfer (Caller Abandoned Before Connect)** – Call unsuccessfully bridged, call recipient hung up before the call connected inside the call center
 - **Operator Transfer (Agent Terminated Call)** – Call successfully bridged to an agent and agent-terminated call using the disconnect call button on agent desktop
 - **Operator Transfer (Unidentified Party)** – Call successfully bridged to an agent, however call recipient pressed an invalid key
 - **Operator Transfer (Abandoned Max Hold Time)** – Call unsuccessfully bridged due to max hold time, auto disconnect
 - **Operator Transfer Failed (No Answer)** - Call unsuccessfully bridged, no answer in call center
 - **Operator Transfer Failed (Busy)** - Call unsuccessfully bridged, busy signal received during transfer to an agent
- **Left Message Category** – Compiled all calls where a message was left
 - **Machine, Left Message** – All calls where an answering machine was detected and a message was left.
 - **Partial Message Left** – Calls where the message was played but the call was disconnected prior to completion of message
 - **Listened** – Calls where a live party was detected, listened to the message and did not press any keys
 - **Customer Not Available** – Calls where a live party indicated, the intended party is not available
- **LiveVox Hang-Up Category** - All calls where LiveVox Hung Up
 - **Answering Machine (Hung Up)** - Calls where LiveVox identified an answering machine and hung up upon recognition
 - **Fax** - Calls where LiveVox identified a Fax machine and hung up upon recognition

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- **Customer Hung-Up Category** – Calls where the recipient hung-up upon hearing the message are defined as Hung-Up in Opening
- **No Connection Category** – Calls where the line could not be connected for the following set of reasons;
 - Busy
 - Invalid Phone Number
 - No Answer
- **Not Made Category** – calls that were not attempted for dialing due to the following reasons:
 - Invalid Phone Number (missing a digit commonly or having a misplaced digit)
 - Not Attempted
 - Duplicate Call
 - No Patient Name/No Customer Name
 - Specified Do Not Call
 - Call Suppressed
 - Missing or Bad Data
- **Miscellaneous Category** – Calls that do not fit into the prior categories
- **Call Recipient Says Wrong Number** – Recipient of call indicated through touch press this is not the correct number
- **Charges** – Shows Minutes and Charges for Connected Calls, Operator Transfers, and Totals.

Charges		
	Minutes	Charges
Connected Calls:	2,467,502min 18sec	\$61,687.96
Operator Xfers:	76,633min 54sec	\$1,915.90
Totals:	2,544,138min 12sec	\$63,603.46
*All charges are estimated based on the month to date (excluding today).		

- **Connected Calls:** The total duration of the call less the Operator Transfer time, measured in minutes.
- **Operator Transfer:** The duration of the call where the called party was either attempting to connect or was actually connected with an agent, measured in minutes.
- **Totals:** Combines the minutes of both Connected Calls and Operator Transfer

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20.1 Real Time Report (RTR) - LiveVox Voice Portal

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Charges are based on "All Attempts" durations. A charge is included for every call attempt.

- The RTR Report also provides quick links to additional reporting tools across the top of a generated RTR Report.

Today's Results Month-To-Date Results Historical Results Campaign Results Refresh	Export to: PDF Excel HTML CSV
Failed Operator Transfers	

- Today's Results** – A one-touch link that provides an RTR report for the current days dialing activity across all call centers and skills
- Month-To-Date Results** – A one-touch link that provides an RTR report for the current month of dialing activity across all call centers and skills
- Historical Results** – Provides you the ability to select a specific date range for an RTR report to be pulled for all call centers and skills (example screenshot below)

Demo			
Historical Report	From <input type="text" value="04/29/2011"/>	To <input type="text" value="04/29/2011"/>	Generate Report

- Campaign Results** – provides you the ability to select a specific campaign to pull an RTR report on (example screenshot below)

Demo	
<input type="text" value="Select Campaign..."/>	Generate Report

- Refresh** – Refreshes the current report view for the selected criterion with the most current reporting data.
- Export to: PDF, Excel, HTML, CSV** – Exports the generated report data in the selected format
- Failed Operator Transfer** – Provides a file download of all call records coded as a Failed Operator Transfer over the predefined RTR search criterion.

Related Topics

[Campaign Reports](#)

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CAMPAIGN LINE SUMMARY REPORT

- Provides additional campaign-level metrics during a selected time period.
- To access the Campaign Line Summary Report, click the link on the Reports menu.
- This takes you to the 'Campaign Line Summary Reports Search' tool to choose the report parameters
- The differences within this search tool from others is described below:



This report may only be generated with a start and end time frame no greater than 90 days. LiveVox may provide results for additional time frames if requested. Data can be generated from up to 270 days back.

The screenshot shows the 'Campaign Line Summary Reports Search' tool. It includes fields for 'Data Range' (From: 04/29/2011, To: 04/29/2011), 'Parent Client' (Demo), 'Call Center' (Select Call Center...), 'Skill' (Select Skill...), and 'Campaign' (Select Campaign...). There are checkboxes for 'Show TFH Results' (checked), 'Show Termination Codes', 'Generate Detailed Report', 'Generate Compact Format', and 'Generate Chart' (checked). A 'Generate Report' button is at the bottom.

1. **Show TFH Results** – This setting is selected by default. This provides the automated LiveVox disposition codes accumulated for the specific campaign.
2. **Show Termination Codes** – If the selected campaign was run on an agent desktop skill with disposition codes, the total of these codes will be displayed within the report.
3. **Generate Detailed Report** – Provides the ability to generate a report with detailed information.
4. **Generate Compact Report** – Provides the ability to generate a report in a flat format. Each campaign is listed on one line within the generated report making it easier to manipulate the data if exported to excel.
5. **Generate Chart** – Provides a graphical view of key metrics.
6. **Generate Report** – After selecting parameters, generate the report by clicking the 'Generate Report' button at the bottom of the page, which generates the following data:



Like the RTR, the Campaign Line Summary report delivers counts based on "Best Results." For this reason, other reports which include "All Attempts" counts, tend to show equal or higher numbers in their results.

20.2 Campaign Line Summary Report - LiveVox Voice Portal

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- Campaign Line Summary Default mode.

Campaign: Campaign Name

Start Date: Start time of the call in Hours: Minutes: Seconds

End Date: End time of the call in Hours: Minutes: Seconds

Dials: Total amount of calls made

Total Connected Calls: Total amount of calls connected to agents

Attempted Operator Transfer: Total calls the LiveVox system attempted to transfer to an agent.

Successful Operator Transfer: Total number of operator transfers that successfully connected to an agent

Connected Call Minutes: Total duration of connected calls in minutes

Operator Transfer Minutes: Total duration of operator transfer calls displayed in minutes

Total Minutes: Total Connected Minutes plus Total Operator Transfer Minutes

Campaign Summary										
Client		Food								
Start Date		04/08/2011								
End Date		04/29/2011								
Campaign Details										
	Campaign	Start Date	End Date	Dials	Total Connected Calls	Attempted Operator Transfer	Successful Operator Transfer	Connected Call Minutes	Operator Transfer Minutes	Total Minutes
Call Center	Atlanta - Phoenix Service									
53.00	Atlanta PE Agent Desktop (U)									
	Gals_Internal_Consult21st	04/08/2011 07:43:48	04/08/2011 07:44:54	1	1	1	1	0.30	0.70	1.00
	Gals_Internal_Consult21st	04/18/2011 07:17:57	04/18/2011 07:19:03	1	1	1	1	0.30	0.70	1.00
53.00 Total				2	2	2	2	0.60	1.40	2.00
53.00	Atlanta PE Agent Desktop Outbound (U)									
	17787_JAVUUE_CALLBACK_CALLS_04-21-2011 (U)	04/21/2011 18:38:02	04/21/2011 18:40:15	1	1	1	1	0.10	4.20	4.30
	17787_JAVUUE_CALLBACK_CALLS_04-25-2011 (U)	04/25/2011 13:28:45	04/25/2011 13:30:53	2	2	2	2	0.20	3.30	3.50
53.00 Total				3	3	3	3	0.30	7.50	7.80
53.00	Atlanta PE Internal Rptice (U)									
	Donch_Internal_Rptice_04/05/11 (U)			1	0	0	0	0.00	0.00	0.00
53.00 Total				1	0	0	0	0.00	0.00	0.00
53.00	Atlanta PE Agent Desktop Inbound (U)									
	20675_CALLBACK_CALLS_04-19-2011 (U)	04/19/2011 13:11:32	04/19/2011 13:11:44	1	1	0	0	0.20	0.00	0.20
53.00 Total				1	1	0	0	0.20	0.00	0.20
Call Center Total				7	4	4	4	1.10	8.90	10.00

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20.2 Campaign Line Summary Report - LiveVox Voice Portal

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- Campaign Line Summary Compact mode

Campaign Summary											
Client		Deco									
Start Date		04/12/2011									
End Date		04/15/2011									
Campaign Details											
Script	Campaign	Start Date	End Date	Dials	Total Connects	Automated Connects	Operator Connects	Non-Connects	Failed Operator Transfers	Wrong Number	PTP Amount
ATL_1stParty_Preview All_OC_Cable Script(0)	ACD20_HVterm1_1660412_414	04/12/2011 04:57:00	04/12/2011 04:59:04	2	1	1	1	0.10	0.00	1.0	1.0
ATL_1stParty_Preview All_OC_Cable Script(0)	Internal_demo_gab0048.td	04/12/2011 12:53:16	04/12/2011 13:00:28	8	1	2	2	0.20	0.10	5.0	5.0
ATL_1stParty_Preview All_OC_Cable Script(0)	Test_2_HVterm1.td	04/12/2011 14:27:31	04/12/2011 14:27:58	2	1	1	1	0.10	0.50	0.4	0.4
ATL_1stParty_Preview All_OC_Cable Script(0)	Internal_rh_script_demo.td	04/12/2011 14:57:35	04/12/2011 17:38:34	2	1	1	1	0.10	0.50	0.4	0.4
ATL_1stParty_Preview All_OC_Cable Script(0)	Internal_rh_demo.td			2	2	2	2	0.20	0.40	5.4	5.4
ATL_1stParty_Preview All_OC_Cable Script(0)	Internal_rh_script_demo.td			1	1	1	1	0.10	0.20	0.2	0.2
ATL_1stParty_Preview All_OC_Cable Script(0)	Internal_rh_script_demo.td			2	0	0	0	0.00	0.00	0.1	0.1
ATL_1stParty_Preview All_OC_Survey Script(0)	Survey_Demo_Internal_rh_1.csv	04/15/2011 08:15:50	04/15/2011 08:17:28	1	1	1	1	0.10	1.00	1.1	1.1
ATL_1stParty_Preview All_OC_Survey Script(0)	Internal_rh_demo.td			1	1	1	1	0.10	0.40	0.4	0.4
ATL_1stParty_Recovery_Manual_Outbound (4)	1800_MANUAL_CALLBACK_CALLS_04-14-2011.td	04/14/2011 18:58:02	04/14/2011 18:58:12	1	1	1	1	0.10	0.20	0.2	0.2

- Campaign Line Summary Detailed mode. The following is a list of added columns and their description:

Connect Rate: Total Connected Calls / Dials

Live Connects: Number of calls answered by a live person

Live Connect Rate: Live Connects / Dials

Automated Connects: Total calls answered by an answering machine or fax

Non-Connects: Total calls not connected

Automated Answering Machine Left Message: Total connected calls resulting in a "Machine, Left Message" result

Attempted Operator Transfer Rate: Attempted Operator Transfer / Total Connected Calls

Successful Operator Transfer Rate: Successful Operator Transfer / Attempted Operator Transfer

Failed Operator Transfers: Total operator transfer calls that failed to connect to an agent

Failed Operator Transfer Rate: Failed Operator Transfers / Attempted Operator Transfers

RPC: Payment/PTP: Calls with result code RPC with Payment Arranged

RPC: no Payment/PTP: Calls with result code RPC with any Payment Arranged

Total RPC: Total number of calls with result code RPC

Wrong Number: Total calls with result code Wrong Party Connect

Non-Contacts: Total calls with result code other

PTP Amount: Promise to Pay Amount

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20.2 Campaign Line Summary Report - LiveVox Voice Portal

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RPC Rate: Total RPC / Total Successful Operator Transfers

Conversion Rate: (Total RPC: Payment/PTP) / Total RPC

Connected Call Minutes: Total duration of connected calls in minutes

Total Charges: Total cost per minute * Total Minutes

Cost Per RPC: Total Charges / Total RPCs

Campaign Summary												
Campaign		Data										
Start Date		04/20/2011										
End Date		04/25/2011										
Campaign Details												
Campaign	Start Date	End Date	Rate	Total Connected Calls	Connect Rate(%)	Live Connects	Live Connects Rate(%)	Automated Connects	Non-Connects	Automated Answering Machine Left Message	Interrupted Operator Transfer	
CallCenter Arizona - First Party												
State ATL Temporary System All OC's Cable Scripting												
ACD20_Internet_demo0412_11a	04/20/2011 04:57:00	04/20/2011 04:58:04	2	1	50.00	1	50.00	0	1	0	1	
Internal_demo_gated0411a	04/20/2011 12:52:14	04/20/2011 13:00:29	2	2	33.33	2	33.33	0	4	0	2	
Test_2_Internet1d	04/20/2011 14:27:31	04/20/2011 14:27:58	2	1	50.00	1	50.00	0	1	0	1	
Internal scripter demo1d	04/20/2011 14:57:25	04/20/2011 17:38:34	2	1	50.00	1	50.00	0	1	0	1	
Internal scripter demo1d			2	2	100.00	2	100.00	0	0	0	2	
Internal scripter demo1d			1	1	100.00	1	100.00	0	0	0	1	
Internal scripter demo1d			2	0	0.00	0	0.00	0	2	0	0	
Sub Total				17	31.25	8	47.06	0	8	0	8	
Post ATL Temporary System All OC's Survey Scripting												
Survey_Demo_Internet_all_1.csv	04/20/2011 08:15:50	04/20/2011 08:17:35	1	1	100.00	1	100.00	0	0	0	1	
Internal demo1d			1	1	100.00	1	100.00	0	0	0	1	
Sub Total				2	100.00	2	100.00	0	0	0	2	

Operator Transfer Rate	Successful Operator Transfer Rate	Failed Operator Transfer Rate	Total Operator Transfer Rate	RPCs	Total RPCs	Non-Connects	PTP	RPC	Conversion Rate	Connected Call Minutes	Operator Transfer Minutes	Total Minutes	Total Charges	Cost Per RPC
100.00	1	100.00	0	0.00	0	0	0	0	0.00	100.00	0.00	0.10	0.50	0.05
100.00	2	100.00	0	0.00	0	0	0	1	0.00	0.00	0.20	5.10	5.30	0.28
100.00	1	100.00	0	0.00	0	0	0	0	0.00	0.00	0.10	0.50	0.60	0.03
100.00	1	100.00	0	0.00	0	1	0	0	0.00	100.00	0.00	0.10	3.30	0.19
100.00	2	100.00	0	0.00	0	1	1	0	0.00	50.00	0.00	0.20	5.40	0.31
100.00	1	100.00	0	0.00	0	0	0	1	0.00	0.00	0.10	0.50	0.60	0.03
0.00	0	0.00	0	0.00	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
100.00	7	100.00	0	0.00	0	2	1	0	0.00	17.10	0.20	17.10	17.10	0.34
100.00	1	100.00	0	0.00	0	0	0	1	0.00	0.00	0.10	1.70	1.80	0.10
100.00	1	100.00	0	0.00	0	0	0	1	0.00	0.00	0.10	0.50	0.60	0.03
100.00	2	100.00	0	0.00	0	0	0	2	0.00	0.00	0.20	2.20	2.40	0.11

- The TFH results are listed at the top and are positioned horizontally. (Each TFH result has

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20.2 Campaign Line Summary Report - LiveVox Voice Portal

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been defined in the RTR Section of this manual)

- Additional Links located in the top right corner of the generated report:
 - **Export to: CSV, PDF, Excel** – provides you the ability to export report and data to another file type
 - **Help Link** – The Campaign Line Summary Report contains a help link which provides definition around key metrics available within the report

Campaign Line Summary Details	
<p>This report shows summary details of each and every campaign that ran between the given date range. You can search across dates and filter by skill or campaign. It shows you key metrics like the total accounts, total connected calls, transfers, durations etc.</p>	
Campaign	Campaign Name
Start Date	Shows the start date of the campaign
End Date	Shows the end date of the campaign
Dials	Total accounts (records) in the campaign
**Connect Rate(%)	Total Connected Calls / Dials
**Live Connects	Number of calls answered by a live person
**Live Connect Rate(%)	Live Connects / Dials

- Graphical views for Campaign Line Summary Report
 - The Campaign line summary report includes two pie charts to illustrate a summary of all calls and TFH results. Summaries showing 'Connects', 'Not Mades', 'Successful Opr Xfr', 'Failed Opr Xfr', and 'Not Connects' categories, will only show when the 'Generate Chart' box is checked.

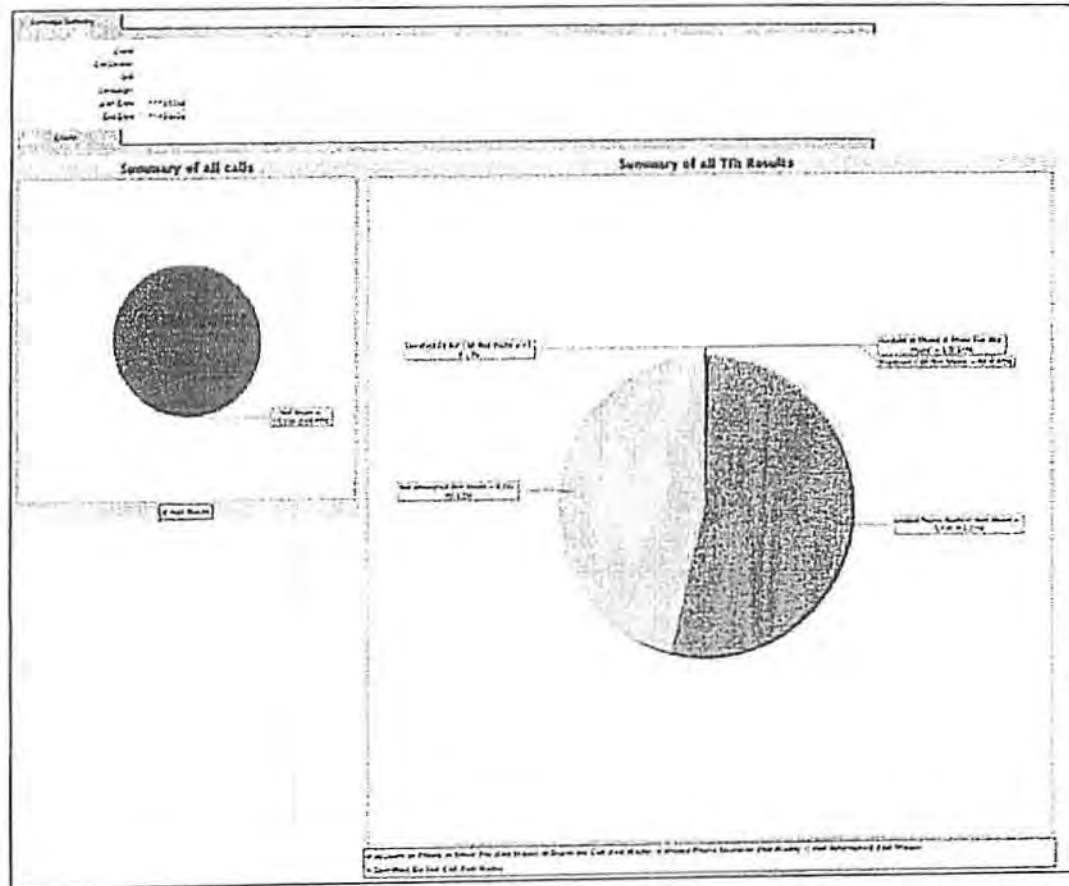
Campaign Line Summary Report Filter	
Date Range	From 04/29/2011 To 04/29/2011 MM/DD/YYYY
Parent Client	Demo
Call Center	Select Call Center...
	Show Multi-Call Center Selection
Skill	Select Skill...
	Show Multi-Skill Selection
Campaign	Select Campaign...
Show TFH Results	<input checked="" type="checkbox"/>
Show Transfer Out Order	<input type="checkbox"/>
Generate Detailed Report	<input type="checkbox"/>
Generate Compact Format	<input type="checkbox"/>
Generate Chart	<input checked="" type="checkbox"/>
Generate Report	

- TFH Results pie chart will be displayed when 'Show TFH Results' is checked:

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20.2 Campaign Line Summary Report - LiveVox Voice Portal

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Related Topics

[Campaign Reports](#)

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PHONE LOOKUP REPORT

- Provides you with quick and easy access to call records for specific phone numbers dialed with LiveVox.
- To access the Phone Lookup Report click on the 'Phone Lookup Report' link from the Reports menu.
- This takes you to the 'Phone Lookup Reports Search' tool to choose the parameters for the report.



This report may only be generated with a start and end time frame no greater than 365 days. Data can be generated from up to 730 days back.

- The tool is similar to the search tools already described.
- A phone number is required to begin a search

Phone Lookup Reports Search

Data Range: From To MM/DD/YYYY

Client:

Call Center: [go]

[Show Multi-Call Center Selection](#)

Skill: [go]

[Show Multi-Skill Selection](#)

Phone Dialed:

1. **Generate Report** – After choosing parameters, generate the report by clicking 'Generate Report' at the bottom of the page. The report generates the following data:

Call Center: Call Center Name

Skill: Skill Name

Name: First and Last Name of customer

Account: Account number associated the phone number

Agent: Agent name (if available)

Date Time: Date and time of the call

Start: Start time of the call in Hours: Minutes: Seconds

End: End time of the call in Hours: Minutes: Seconds

Campaign: Name of the campaign the phone number was found within

Caller IDs: Displays the caller ID of campaign.

Outcome: LiveVox result code assigned to the call

ACCOUNT LOOKUP REPORT

- Provides you quick and easy access to call records for a specific account.
- To access the Account Lookup Report click on the 'Account Lookup Report' link from the Reports menu.
- This takes you to the 'Account Lookup Reports Search' tool to choose the parameters for the report.



This report may only be generated with a start and end time frame no greater than 365 days. Data can be generated from up to 730 days back.

- The tool is similar to the search tools already described in this document.
- An account number is required to begin a search.

The screenshot shows a web interface for searching call records. It includes a sidebar with navigation links like 'Data Range', 'Call Center', 'Skill', and 'Account'. The main area contains search criteria: 'From' and 'To' date pickers (set to 09/01/2011 and 09/30/2011), a 'Demo' checkbox, a 'Select Call Center...' dropdown, a 'Show Hub/Call Center Selection' link, a 'Select Skill...' dropdown, a 'Show Hub/Skill Selection' link, and an 'Account' text input field. A 'Generate Report' button is at the bottom.

1. **Generate Report** – After your selection parameters are chosen, you can generate the report by clicking on 'Generate Report' button located at the bottom of the page. This takes you to the report below. The report will generate with the following data:

Call Center: Call Center Name

Skill: Skill Name

Name: First and Last Name of customer

Phone: Phone number used to contact the account

Agent: Agent name (if available)

Date Time: Date and time of the call

Start: Start time of the call in Hours: Minutes: Seconds

End: End time of the call in Hours: Minutes: Seconds

Campaign: Name of the campaign the phone number was found within

Caller ID: Displays the caller ID of campaign.

Outcome: LiveVox result code assigned to the call

20.4 Account Lookup Report - LiveVox Voice Portal

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Summary										
Client		Demo								
Customer Account		43214231								
Start Date		03/01/2011								
End Date		03/03/2011								
Results										
Call Center	Call Center	Phone	Phone	Agent	Start Date	Start Time	End Time	Call Status	Call Type	
Los Angeles	Los Angeles_RPC_Voiceper_(S)	Bond Jones	3102267659		Mon Sep 12 2011	3:42:34 AM	3:43:35 AM	LD_Johnson_RS04	4150131501	Listened
Los Angeles	Los Angeles_RPC_Voiceper_(S)	Bond Jones	3102267659		Mon Sep 12 2011	3:48:35 AM	3:49:36 AM	LD_Johnson_RS04 r1	4150131501	Operator Transfer
Los Angeles	Los Angeles_RPC_Voiceper_(S)	Bond Jones	3102267659		Mon Sep 12 2011	3:55:35 AM	3:56:36 AM	LD_Johnson_RS04 r2	4150131501	Operator Transfer
Los Angeles	Los Angeles_RPC_Voiceper_(S)	Bond Jones	3102267659		Mon Sep 12 2011	4:52:53 AM	4:54:01 AM	LD_Johnson_RS04 r4	4150131501	Operator Transfer

- Additional Links located in the top right corner of the generated report:
 - **Export to: PDF or Excel** – provides you the ability to export report and data to another file type
- You can see information for previously deleted skills on the account lookup report. Records of deleted skills are highlighted in light green. The following is a sample report with deleted skills:

Summary									
Client		43214231							
Call Center		43214231							
Customer Account		43214231							
Start Date		12/15/2010							
End Date		12/15/2010							
Records									
Call Center	Call Center	Phone	Phone	Phone	Phone	Phone	Phone	Phone	Phone
Los Angeles	Los Angeles_RPC_Voiceper_(S)	Bond Jones	3102267659	Mon Dec 13 2010	4:54:44 AM	4:55:45 AM	LD_Johnson_RS04	4150131501	Listened
Los Angeles	Los Angeles_RPC_Voiceper_(S)	Bond Jones	3102267659	Mon Dec 13 2010	4:55:45 AM	4:56:46 AM	LD_Johnson_RS04 r1	4150131501	Operator Transfer
Los Angeles	Los Angeles_RPC_Voiceper_(S)	Bond Jones	3102267659	Mon Dec 13 2010	4:56:46 AM	4:57:47 AM	LD_Johnson_RS04 r2	4150131501	Operator Transfer
Los Angeles	Los Angeles_RPC_Voiceper_(S)	Bond Jones	3102267659	Mon Dec 13 2010	4:57:47 AM	4:58:48 AM	LD_Johnson_RS04 r3	4150131501	Operator Transfer
Los Angeles	Los Angeles_RPC_Voiceper_(S)	Bond Jones	3102267659	Mon Dec 13 2010	4:58:48 AM	4:59:49 AM	LD_Johnson_RS04 r4	4150131501	Operator Transfer

Note: Records of deleted calls are highlighted in light green

Related Topics

[Campaign Reports](#)

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SKILL EFFICIENCY REPORT

- Provides detailed information regarding performance of skills or call centers using agent desktop by combining agent level activity with skill productivity metrics to determine effectiveness of campaigns.
- To access the Skill Efficiency Report click on the 'Skill Efficiency Report' link from the Reports menu.
- It takes you to the 'Skill Efficiency Reports Search' tool to choose the parameters for the report.
- The tool is similar to the search tools already described in this document. The search tool has some additional search parameters specific to this report that are described below:



This report may only be generated with a start and end time frame no greater than 31 days. LiveVox may provide results for additional time frames if requested. Data can be generated from up to 90 days back.

- When generating this report, you can select which data should be included.

The screenshot shows a web-based search tool for generating a Skill Efficiency Report. It includes the following fields and options:

- Data Range:** From To MM/DD/YYYY
- Report:** Demo
- Call Center:**
- Skill:**
- Dynamic Resource Group:**
- Group By Interval:** ☐ 30 Mins ☐ 1 Hr
- Generate Chart:** ☐
- Breakdown By Call Center/Skill:** ☐
-

- **Breakdown by Call Center/Skill** – The setting allows the breakdown of each call center's activity rather than just a total for the enterprise (example of the Skill Efficiency report generated using this criteria is shown below)

20.5 Skill Efficiency Report - LiveVox Voice Portal

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Summary																		
Client		Demo																
Start Date		07/19/2011																
End Date		07/21/2011																
Results																		
Call Center	Skill	Date	Agent Productivity Time Breakdown - Time					Agent Productivity Time Breakdown - Percent					Calls	Connects	Live Connects	Automated Connects	Non-Connects	Connect Rate
			Agent Productivity Time (min)	In Call (min)	Wrapup (min)	Ready (min)	Not Ready (min)	In Call %	Wrapup %	Ready %	Not Ready %							
Denver	Denver_Manual_Outbound (4)	07/20/2011	0:52	5:46	0:41	2:15	16.54	69.94%	4.61%	25.25%	1	1	1	0	0	0	100%	
Denver	Denver_Manual_Outbound (4)	07/20/2011	21:43	4:06	6:23	10:34	23.46	29.00%	48.26%		1	1	1	0	0	0	100%	
Denver	Denver_Manual_Outbound (4)	07/20/2011	72:60	16:79	19:27	36:54	55.53	29.13%	26.54%	60.33%	2	2	2	0	0	0	100%	
Denver	Denver_Manual_Outbound (4)	07/20/2011	4:52	4:00	0:26	0:25	3:01	66.66%	5.75%	5.58%	1	1	1	0	0	0	100%	
Denver	Denver_Inbound_Rules (100) (5)	07/21/2011	0:00	0:00	0:00	0:00	0:00	0.00%	0.00%	0.00%	0	0	0	0	0	0	0%	
Denver	Denver_CC (2)	07/20/2011	0:00	0:00	0:00	0:00	0:16	0.00%	0.00%	0.00%	0	0	0	0	0	0	0%	
Denver	Call Center Total		187:37	71:41	26:17	43:29	27.56	29.52%	24.91%	45.57%	5	5	5	0	0	0	100%	

- Group by Interval – The setting allows you to take one skill and break out a single day worth of data into 30 minute or 1 hour intervals (example of the Skill Efficiency Report generated for a 30 minute interval is shown below). Selecting this search criterion is not required to generate a report. Only one day of data can be generated when the Group by Interval is selected.

Summary																
Client		Demo														
Call Center		Denver														
Skill		Denver_Manual_Outbound (4)														
Start Date		07/20/2011														
End Date		07/20/2011														
Results																
Agent Productivity Time Breakdown - Percent									Connect Rate							
Date	Agent Productivity Time (min)	In Call (min)	Wrapup (min)	Ready (min)	Not Ready (min)	In Call %	Wrapup %	Ready %	Calls Connected	Live Connects	Automated Connects	Run - Connects	Live Connect Rate	Automated Answering Machine Last Message	Successful Operator Transfers	Failed Operator Transfers
07/20/2011 14:30:00	4:52	4:06	0:41	2:15	16:54	69.94%	4.61%	25.25%	1	1	1	0	0 100.00%	0	1	0
Grand Total	4:52	4:06	0:41	2:15	16:54	69.94%	4.61%	25.25%	1	1	1	0	0 100.00%	0	1	0

- The Skill Efficiency Report has Dynamic Resource Group (DRG) selection query available in the search window. DRG is the system that defines which outbound skills agents should be logged into to receive the calls from inbound skills. Adding the ability to group the reports' metrics based on the DRG allows clients better visibility into the agents' efficiency across all skills they may have been working.



The DRG selection will only appear in the search window if there is existing DRG (s). Otherwise, the option will be hidden.

PA200

In Call %: Total amount of time the agents spent "In Call" state divided by the Agent Productive Time

Wrap Up %: Total amount of time the agents spent in a "Wrap Up" state divided by the Agent Productive Time

Ready %: Total amount of time the agents spent in "Ready" state divided by the Agents Productive Time

- **Connect Rate:** provides skill or call center level aggregated data.

Connect Rate											
Dials	Connects	Live Connects	Automated Connects	Non Connects	Live Connect Rate	Automated Answering Machine Left Message	Attempted Operator Transfers	Successful Operator Transfers	Failed Operator Transfers	Failed Operator Transfer Rate	
9	9	9	0	0	100.00%	0	9	9	0	0.00%	
15	15	15	0	0	100.00%	0	14	12	2	14.29%	
16	16	16	0	0	100.00%	0	15	14	1	6.67%	
2	2	2	0	0	100.00%	0	2	2	0	0.00%	
2	2	2	0	0	100.00%	0	2	2	0	0.00%	
44	44	44	0	0	100.00%	0	42	39	3	7.14%	

Dials: Total attempted calls

Connects: Total connected calls

Live Connects: Total connected calls answered by a live person

Automated Connects: Total connected calls answered by a machine (fax or answering machine)

Non-Connects: Total calls not connected

Live Connect Rate: Live Connects divided by Dials

Automated Answering Machine Left Message: Total connected calls resulting in a "Machine, Left Message" result code.

Attempted Operator Transfers: Total calls the LiveVox system attempted to transfer to an agent

Successful Operator Transfers: Total number of operator transfers that successfully connected to an agent

Failed Operator Transfers: Total number of operator transfers that failed to connect to an agent

Failed Operator Transfer Rate: Failed operator transfers divided by attempted operator transfers

- **Connects:** distinguishes the type of connects achieved during the dialing period.

20.5 Skill Efficiency Report - LiveVox Voice Portal

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Connects						
RPC: Payment/PTP	RPC: No Payment/PTP	Total RPCs	Wrong Number	Non-Contacts	PTP Amount	
1	1	2	0	2	10.00	
0	0	0	0	0	0.00	
3	4	7	0	6	0.91	
0	0	0	0	0	0.00	
0	0	0	0	0	0.00	
4	5	9	0	10	10.91	

RPC: Payment/ PTP: Total calls with a result code of RPC with Payment Arranged

RPC: No Payment/ PTP: Total calls with a result code of RPC with No Payment Arranged

Total RPCs: Total of both RPC with Payment Arranged and RPC with No Payment Arranged result codes

Wrong Number: Total calls with a result code of Wrong Party Connect (WPC)

Non-Contacts: Total of calls coded as a Non-Contact

PTP Amount: Total amount of PTP dollars collected by the agents (Ex: 200.00)

- **Productivity Stats:** provides production level productivity metrics.

Productivity Stats					
Avg. Handle Time(Mins)	Outbound Dials per Hour	Agent Connects Per Hour	RPCs Per Hour	RPC Rate(%)	Conversion Rate(%)
1.19	5.82	5.82	1.29	22.22%	50.00%
0.36	59.61	47.69	0.00	0.00%	0.00%
1.43	7.32	6.41	3.20	50.00%	42.86%
0.12	482.41	482.41	0.00	0.00%	0.00%
0.48	125.65	125.65	0.00	0.00%	0.00%
0.93	10.99	9.74	2.25	23.08%	44.44%

Average Handle Time (Mins): Total amount of In Call minutes plus "Wrap Up" minutes divided by the total number of Successful Operator Transfers.

Outbound Dials per Hour: Total Dials divided by the Agent Productive Time in hours (Agent Productive Time Minutes divided by 60 minutes)

Agent Connects per Hour: Total amount of Successful Operator Transfers divided by Agent Productive Time in hours

RPCs per Hour: Total RPCs divided by total Agent Productive Time in hours

RPC Rate: Total RPCs divided by Successful Operator Transfers

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20.5 Skill Efficiency Report - LiveVox Voice Portal

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Conversion Rate (%): Total PTPs divided by Total RPCs

- **Billing:** Provides additional billing metrics specific to the parameters requested within the report.

Billing				
Connection Call (Mins)	Operator Transfer (Mins)	Total Minutes	Total charges	Cost per RPC
4.00	0.90	12.90	0.71	0.35
5.70	13.80	19.50	1.07	0.00
7.60	17.00	25.40	1.40	0.20
0.60	1.50	2.10	0.12	0.00
0.60	1.10	1.70	0.09	0.00
18.50	43.10	61.60	3.39	0.33

Connection Call Mins: Total duration of connected calls displayed in minutes

Operator Transfer Minutes: Total duration of operator transfer calls displayed in minutes

Total Minutes: Total Connected Minutes plus Total Operator Transfer Minutes

Total Charges: Total Minutes multiplied by the Cost per Minute

Cost per RPC: Total Charges divided by Total RPCs

- Additional Links located in the top right corner of the generated report:
 - **Export to: CSV, PDF, Excel** – Provides you the ability to export report and data to another file type
 - **Help Link** – The Skill Efficiency Report contains a help link which provides definition of key metrics available in the report

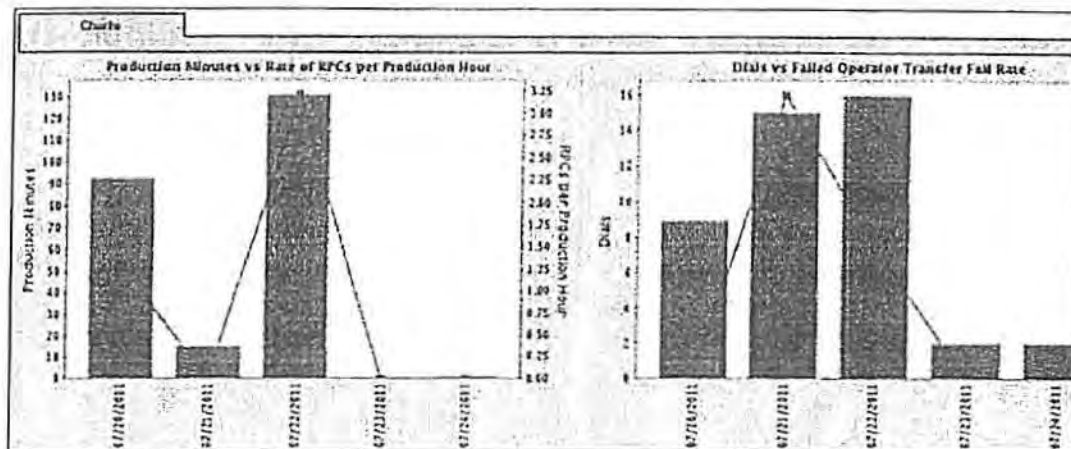
Skill Efficiency Report Details		Close
Summary		
This report will enable users to review information already available on agent productivity reports and information already available on skill productivity in one location. It will provide productivity metrics totals for a skill over an entire day on one line. The last line for each skill would provide a total of the data displayed for the given date range.		
Description of Key Metrics		
Breakdown of Agent Productivity Time - Time		
Agent Productive Time (Min)	Total time agent was logged in. (Equal to Total Ready Time + Total InCall Time + Total WrapUp Time)	
In Call (Min)	Total Time agent was in call	
Wrapup (Min)	Total Time agent was in wrapup	
Ready (Min)	Total Time agent was available	

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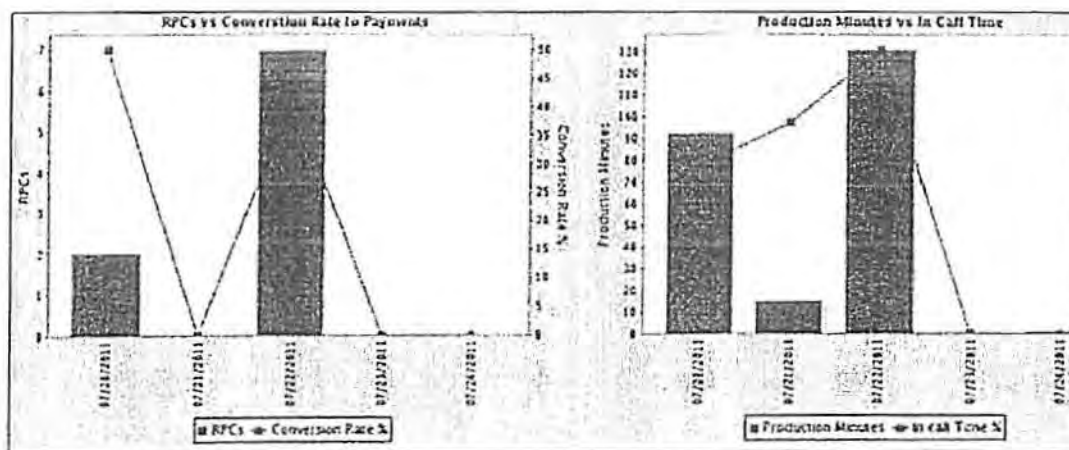
- **Generate Charts for Skill Efficiency Report** – Provides a graphical view of key metrics found in the Skill Efficiency Report. Charts are generated by clicking on the checkbox, which is checked by default.

Skill Efficiency Report Search		Help
*Data Range	From: 07/20/2011 To: 07/24/2011	MM/DD/YYYY
*Client	Demo	
Call Center	Select Call Center...	
	Show Multi-Call Center Selection	
Skill	Select Skill...	
	Show Multi-Skill Selection	
Dynamic Resource Group	Select Resource Group...	
<input type="checkbox"/> Group By Interval	30 Mins - 1 Hr	
<input checked="" type="checkbox"/> Generate Chart		
<input type="checkbox"/> Breakdown By Call Center/Skill		
Generate Report		

Ex. 1: Production Minutes v/s RPC rates (l) and dials v/s failed operator transfer rates



Ex. 2: RPCs v/s payment promises (l) and product minutes v/s "talk time"



Related Topics

[Campaign Reports](#)

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CALL STATISTICS REPORT

- This report displays two graphs with the number of CIP (Calls in progress) and connected calls at different times of the day for a single skill.



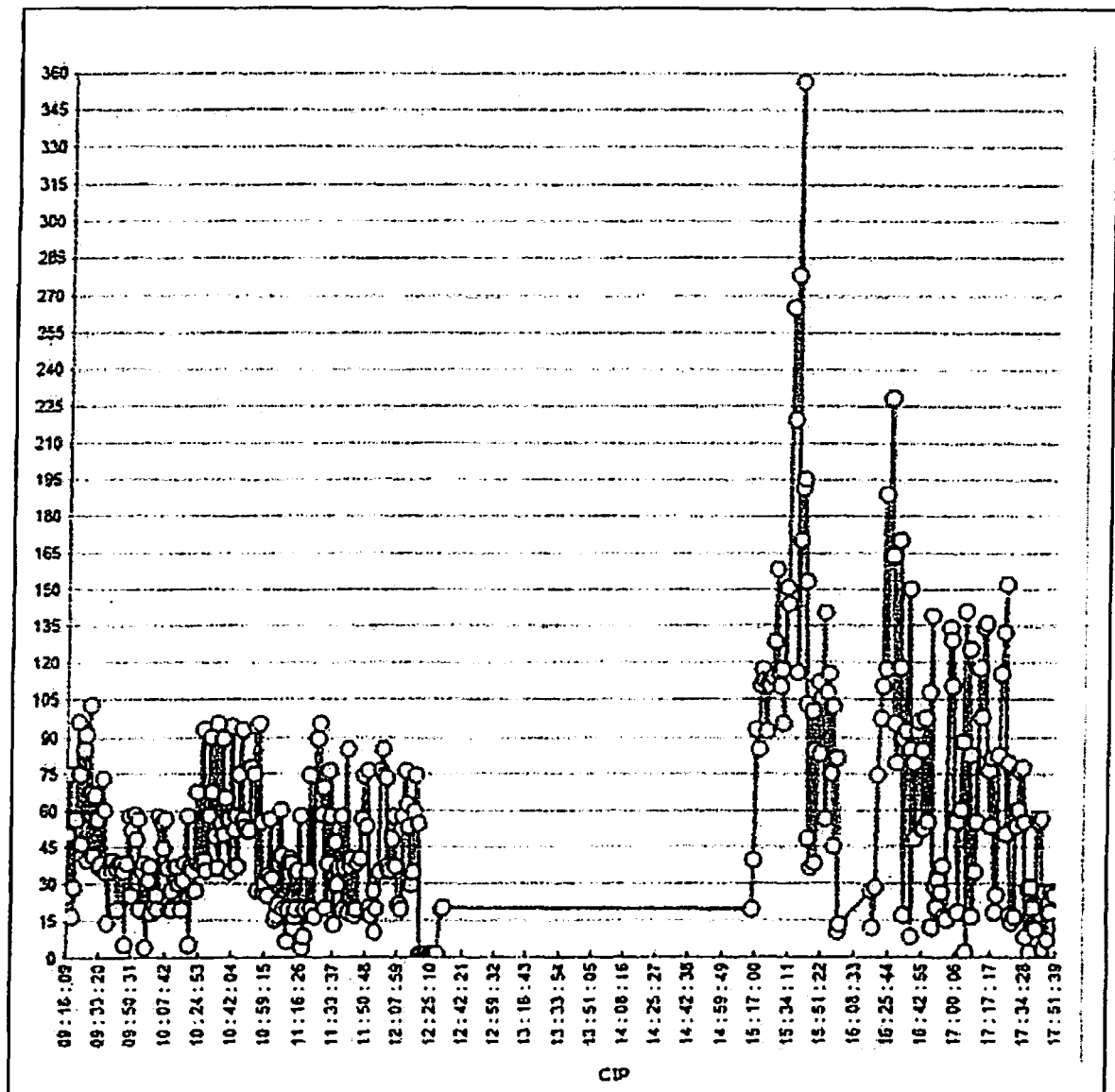
This report may only be generated for one day max. Data can be generated from up to 90 days back.

Call Statistics Reports Search			
Select a Date	<input type="text" value="04/29/2011"/>	<input checked="" type="checkbox"/> MM/DD/YYYY	
Hour Of Day Range	From <input type="text"/>	To <input type="text"/>	MM24:MI:SS
*Parent Client	Demo		
Call Center	<input type="text" value="Select Call Center..."/>		
*Skill	<input type="text" value="Select Skill..."/>		
Sample Interval	<input type="text" value="1 Minute"/>		
<input type="button" value="Generate Chart"/>			

Ex1. CIP by Hour graph sample

20.6 Call Statistics Report - LiveVox Voice Portal

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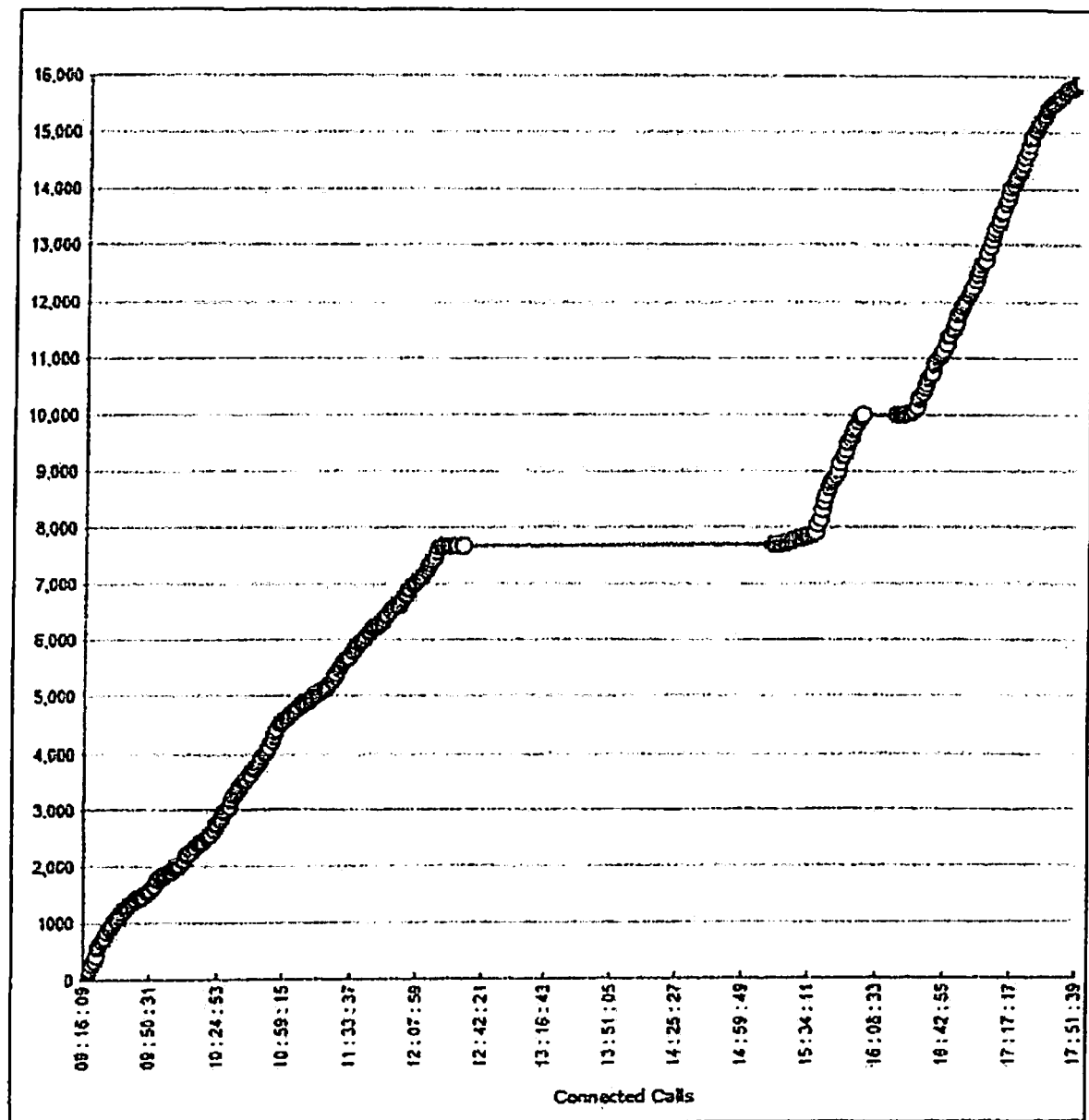


Ex.2 Connected Calls by Hour graph sample

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20.6 Call Statistics Report - LiveVox Voice Portal

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20.6 Call Statistics Report - LiveVox Voice Portal

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Related Topics

Campaign Reports

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ACD REPORTS

The ACD Reports category is comprised of the Call Recording Report, Agent Activity Report and Agent Summary Report. ACD Reports provide agent-level data points to gauge individual productivity and monitor agent activity.

Related Topics

[Call Recording Report \(When enabled\)](#)

[Agent Activity Report](#)

[Agent Summary Report](#)

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CALL RECORDING REPORT (WHEN ENABLED)

- Allows you to search for specific call recordings for monitoring quality control or to assist in agent training.
- To access the Call Recording Report click on the 'Call Recording Report' link from the Reports menu.
- This takes you to the 'Call Recording Reports Search' tool to choose the parameters for the report.
- The tool is similar to the search tools already described in this document. The search tool has some additional search parameters specific to this report that are described below:



This report may only be generated with a start and end time frame no greater than 31 days or, if the number of your recorded days on the LiveVox system is less than 31 days, that lesser number. LiveVox maintains access to recordings through the LiveVox Portal for up to 90 days. Please contact your account team or LiveVox support to ascertain how long your recordings are stored on the LiveVox servers before being deleted. Once recordings are deleted they are inaccessible and cannot be restored.

1. **Generate Report** – After your selection parameters are chosen, you can generate the report by clicking on 'Generate Report' button located at the bottom of the page. This takes you to the report below.



The report has a maximum limit of 1000 records. Additional filtering may be needed to ensure the information requested fits into a report.

Phone Dialed – Enables you to pull all recordings for an individual phone number entered

Account – Enables you to pull all recordings for an individual account number entered

Agent – You can select an individual agent ID to search for recordings

TFH Result – You can select an individual or group of result codes to search for recordings

Sort By – You can sort the generated list by Call Start Time, Account Number, or Agent

Transfer Connect Duration – You can search for specific calls within a call length range.

21.1 Call Recording Report (When enabled) - LiveVox Voice Portal

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Phone	Agent	Session	Date	Transfer Connect	Transfer End	Transfer Connect Duration	Campaign
New York_RPC (1)	John McGee	00776415 3123632363 NOC11	Fri Sep 18 7:27:27 AM 2011	7:20:00 AM		23 Near_cavalry_Internal_RPC_2363	
Atlanta_FS_Agent_Desktop (1)	John McGee	00776427 4152357559 NOC33	Sat Sep 17 7:24:05 AM 2011	7:24:08 AM		19 Gaja_Internal_Cavalry7559	
Atlanta_FS_Agent_Desktop (1)	John McGee	00776427 4152357559 NOC33	Sun Sep 18 7:20:38 AM 2011	7:20:37 AM		19 Gaja_Internal_Cavalry7559	

Campaign	Outcome	Sound File	Download
33 Near_cavalry_Internal_RPC_2363	Operator Transfer		
19 Gaja_Internal_Cavalry7559	AGENT - PTP Credit Card		
19 Gaja_Internal_Cavalry7559	AGENT - PTP Credit Card		

Skill: Skill Name**Name:** First and Last Name of customer**Account:** Account number for the record**Phone:** Phone number used to contact the account**Agent:** Agent name**Session:** A session number associated to the recording**Date Time:** Date and time of the call**Transfer Connect:** Actual time the call was connected to the agent in Hours: Minutes: Seconds**Transfer End:** End time of the call in Hours: Minutes: Seconds**Transfer Connect Duration:** Total time of the recorded conversation in seconds (This metric is calculated as Transfer duration – Transfer hold duration)**Campaign:** Name of the campaign the phone number was found within**Outcome:** The LiveVox result code assigned to the call**Sound File:** Internal sound player. You can listen to the recordings through the browser without having to download the file by clicking the 'Play' button.

Phone	Agent	Session	Date	Transfer Connect	Transfer End	Transfer Connect Duration	Campaign	Outcome	Sound File	Download
3123632363 NOC11		00776427 33224	Fri Sep 18 7:27:27 AM 2011	7:20:00 AM		23 Near_cavalry_Internal_RPC_2363		Operator Transfer		

Download: Link to download the sound file

- Additional Links located in the top right corner of the generated report:
 - Export to: PDF or Excel – Provides you the ability to export report and data to another file type

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You cannot access the recordings from the .pdf file. The links to the sound files are only available from the LiveVox Portal.

Related Topics

[ACD Reports](#)

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AGENT ACTIVITY REPORT

- Provides you information on key agent level metrics displayed for an entire day. The Agent Activity Report is useful to compare detailed agent metrics against the same agent during certain times, skills, or the overall averages.
- To access the Agent Activity Report click on the 'Agent Activity Report' link from the Reports menu.
- This takes you to the 'Agent Activity Reporting' search tool to choose the parameters for the report.
- The tool is similar to the search tools already described in this document. The search tool has some additional search parameters specific to this report that are described below:



This report may only be generated with a start and end time frame no greater than 31 days. LiveVox may provide results for additional time frames if requested. Data can be generated from up to 90 days back.

The screenshot shows the 'Agent Activity Reporting' search tool interface. It includes the following fields and options:

- *Data Range:** From To MM/DD/YYYY
- Hour Of Day Range:** From To HH:MM:SS
- *Skill:** (M)
- Show Multi-Skill Selection:** (M)
- Show Multi-Skill Selection:** (M)
- Dynamic Resource Group:** (M)
- Show Termination Codes:** ☐
- Generate Report:**

1. **Hour of Day Range** – The start time and end time of your search can be narrowed down to a particular time of the day. Time must be listed as Hours (24): Minutes: Seconds (HH:MM:SS). By default Time Range is selected as Eastern Standard Time.
2. **Show Termination Codes** – Provides you with a list of aggregated Agent Termination Codes used during the defined date or time range
3. **Generate Report** – After your selection parameters are chosen, you can generate the report by clicking on 'Generate Report' button located at the bottom of the page. This takes you to the report below:

21.2 Agent Activity Report - LiveVox Voice Portal

Page 2 of 3

Summary														
Client		Demo												
Start Date		10/17/2011												
End Date		10/17/2011												
Results														
Agent	Log In	Log Out	Online Time	Successful Operator Transfer	Avg. Talk Time	Avg. Wrap Time	Avg. Available Time	Avg. Not Ready Time	Con/HR	RPC: Payment/PTT	RPC: No Payment/PTT	Total RPCs	RPC Rate (%)	Conversion Rate (%)
Agent 1 (Total)	0000:00:00:00	0000:00:00:00	0000:00:00:00	0	0.00	0.00	0.00	0.00	0.00	0	0	0	0.00%	0.00%
Agent 2 (Total)	0000:00:00:00	0000:00:00:00	0000:00:00:00	0	0.00	0.00	0.00	0.00	0.00	0	0	0	0.00%	0.00%
Agent 3 (Total)	0000:00:00:00	0000:00:00:00	0000:00:00:00	0	0.00	0.00	0.00	0.00	0.00	0	0	0	0.00%	0.00%
Agent 4 (Total)	0000:00:00:00	0000:00:00:00	0000:00:00:00	0	0.00	0.00	0.00	0.00	0.00	0	0	0	0.00%	0.00%
Agent 5 (Total)	0000:00:00:00	0000:00:00:00	0000:00:00:00	0	0.00	0.00	0.00	0.00	0.00	0	0	0	0.00%	0.00%
Agent 6 (Total)	0000:00:00:00	0000:00:00:00	0000:00:00:00	0	0.00	0.00	0.00	0.00	0.00	0	0	0	0.00%	0.00%
Agent 7 (Total)	0000:00:00:00	0000:00:00:00	0000:00:00:00	0	0.00	0.00	0.00	0.00	0.00	0	0	0	0.00%	0.00%
Agent 8 (Total)	0000:00:00:00	0000:00:00:00	0000:00:00:00	0	0.00	0.00	0.00	0.00	0.00	0	0	0	0.00%	0.00%
Agent 9 (Total)	0000:00:00:00	0000:00:00:00	0000:00:00:00	0	0.00	0.00	0.00	0.00	0.00	0	0	0	0.00%	0.00%
Agent 10 (Total)	0000:00:00:00	0000:00:00:00	0000:00:00:00	0	0.00	0.00	0.00	0.00	0.00	0	0	0	0.00%	0.00%

Skill: Skill Name**Agent:** Agent name**Login:** Initial log in time for the agent listed as Hour: Minutes: Seconds**Logout:** Log out time of the agent listed as Hour: Minutes: Seconds**Online Time:** Total time the agent was logged into LiveVox listed as Hour: Minutes: Seconds**Successful Operator Transfer:** Total number of operator transfers that successfully connected to an agent**Avg. Talk Time:** total time the agent had a status of "In Call" divided by the Total number of call handled by the agent**Avg. Wrap Time:** Total time the agent had a status of "Wrap Up" divided by the Total number of call handled by the agent**Avg. Available Time:** Total time the agent had a status of "Ready" divided by the Total number of call handled by the agent**Avg. Not Ready Time:** Total time the agent had a status of "Not Ready" divided by the Total number of call handled by the agent**Con/HR:** Connects per hour derived from Total Calls handled by the agent divided by Total Agent Time in hours**RPC: Payment/ PTP:** Total calls with a result code of RPC with Payment Arranged**RPC: No Payment/ PTP:** Total calls with a result code of RPC with No Payment Arranged**Total RPCs:** Total of both RPC with Payment Arranged and RPC with No Payment Arranged result codes**Total RPCs/Agent System Hr:** Total RPCs divided by Total Agent Productive Time in hours**RPC Rate (%):** Total RPCs divided Total Successful Operator Transfers**Conversion Rate (%):** Total calls coded as a PTP divided by Total RPCs**WPC:** Total of calls coded as a Wrong Party Connect**Non-Contacts:** Total of calls coded as a Non-Contact

- Additional Links located in the top right corner of the generated report:
 - **Export to: CSV, PDF, Excel** – Provides you the ability to export report and data to another file type
 - **Help Link** – The Agent Activity Report contains a help link which provides definition around key metrics available within the report

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21.2 Agent Activity Report - LiveVox Voice Portal

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Agent Activity Report Details		Close																		
<p>Summary</p> <p>This report shows a detailed per day activity figures for each agent. You can search across dates and filter by skill or agent name. It shows you key metrics like agent login/logout time for the day, online time, number of connected calls handled, avg. wrapup time etc.</p> <p>Description of Key Metrics</p> <table border="1"> <tbody> <tr> <td>Login</td> <td>Login time of the agent</td> </tr> <tr> <td>Logout</td> <td>Logout time of the Agent</td> </tr> <tr> <td>Online Time</td> <td>Total time agent was online</td> </tr> <tr> <td>Successful Op. Transfer</td> <td>Total calls handled by the agent (Or total calls where agent was actually in Call)</td> </tr> <tr> <td>Avg. Talk Time</td> <td>Total In Call time / Total Calls</td> </tr> <tr> <td>Avg. Wrap Time</td> <td>Total Wrap time / Total Calls</td> </tr> <tr> <td>Avg. Not Ready Time</td> <td>Total Unavailable time / Total Calls</td> </tr> <tr> <td>Avg. Available Time</td> <td>Total Available time / Total Calls</td> </tr> <tr> <td>Con/Mr</td> <td>Total Calls / Total Time (in Hrs)</td> </tr> </tbody> </table>			Login	Login time of the agent	Logout	Logout time of the Agent	Online Time	Total time agent was online	Successful Op. Transfer	Total calls handled by the agent (Or total calls where agent was actually in Call)	Avg. Talk Time	Total In Call time / Total Calls	Avg. Wrap Time	Total Wrap time / Total Calls	Avg. Not Ready Time	Total Unavailable time / Total Calls	Avg. Available Time	Total Available time / Total Calls	Con/Mr	Total Calls / Total Time (in Hrs)
Login	Login time of the agent																			
Logout	Logout time of the Agent																			
Online Time	Total time agent was online																			
Successful Op. Transfer	Total calls handled by the agent (Or total calls where agent was actually in Call)																			
Avg. Talk Time	Total In Call time / Total Calls																			
Avg. Wrap Time	Total Wrap time / Total Calls																			
Avg. Not Ready Time	Total Unavailable time / Total Calls																			
Avg. Available Time	Total Available time / Total Calls																			
Con/Mr	Total Calls / Total Time (in Hrs)																			

Related Topics

[ACD Reports](#)

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AGENT SUMMARY REPORT

- Provides summarized agent-level metrics for the selected time periods. Unlike the Agent Activity Report that provides a day-by-day break out, the Agent Summary Report can provide aggregate information of multiple days. This report is valuable for quickly viewing an agent's overall metrics or comparing those metrics with the average or other agents.
- To access the Agent Summary Report click on the 'Agent Summary Report' link from the Reports menu.
- This takes you to the 'Agent Summary Reporting' search tool to choose the parameters for the report.
- The tool is similar to the search tools already described in this document. The search tool has some additional search parameters specific to this report that are described below:



This report may only be generated with a start and end time frame no greater than 31 days. LiveVox may provide results for additional time frames if requested. Data can be generated from up to 180 days back.

The screenshot shows the 'Agent Summary Report' search tool interface. It includes a sidebar with expandable sections: 'Data Range', 'Filter', 'Call Center', 'Skill', 'Dynamic Resource Group', 'Agent', 'Show Detailed', 'Show Termination Codes', and 'Show PTP Amount'. The main area contains input fields for 'From' (10/01/2011) and 'To' (10/17/2011) with a date format hint 'MM/DD/YYYY'. Below these are dropdown menus for 'Demo', 'Select Call Center...', 'Show Multi-Call Center Selection', 'Select Skill...', 'Show Multi-Skill Selection', 'Select Resource Group...', 'Select Agent...', and checkboxes for 'Show Detailed', 'Show Termination Codes', and 'Show PTP Amount'. A 'Generate Report' button is at the bottom.

1. **Show Detailed Report** – Provides the ability to generate a report with detailed information.
2. **Show Termination Codes** – If the selected campaign was run on an agent desktop skill with disposition codes, the total of these codes will be displayed within the report.
3. **Show PTP Amount** – displays the cumulative PTP amount entered by each agent for the selected time period and search criteria.
4. **Generate Report** – After your selection parameters are chosen, generate the report by clicking 'Generate Report' located at the bottom of the page. This takes you to the report below. The report will generate with the 2 distinct data categories:



You cannot generate reports for more than 3 days if "Show PTP Amount" or "Show Termination Codes" option is selected. The below metrics are shown for a detailed report with termination codes and PTP amount shown.

- **Time Breakdown:** Details how agents spent their time using LiveVox for the selected time period.

Summary													
		Client Demo											
		Start Date 10/01/2011											
		End Date 10/02/2011											
Results													
Agent	First Name	Last Name	Successful Op Transfer	In Call (Min)	In Call (%)	Ready (Min)	Ready (%)	Wrapup (Min)	Wrapup (%)	Not Ready (Min)	Not Ready (%)	Agent System Time (Min)	Agent Productive Time (Min)
NOC11	NOC	C	4	2.58	5.57%	28.65	61.77%	0.35	0.75%	14.80	31.91%	46.30	31.58
Total			4	2.58	5.57%	28.65	61.77%	0.35	0.75%	14.80	31.91%	46.30	31.58

Agent: Agent Login ID

First Name: Agent first name

Last Name: Agent Last name

Successful Operator Transfer: Total number of operator transfers that successfully connected to an agent

In Call (Min): Total time in minutes all agents were "In Call" agent state

In Call %: Total amount of time the agents spent "In Call" state divided by the Agent System Time

Ready (Min): Total time in minutes all agents were in "Ready" agent state

Ready %: Total amount of time the agents spent in "Ready" stat divided by the Agents System Time

Wrap Up (Min): Total time in minutes all agents were in "Wrap Up" state

Wrap Up %: Total amount of time the agents spent in "Wrap Up" state divided by the Agent System Time

Not Ready (Min): Total time in minutes all agents were in "Not Ready" state

Not Ready %: Total amount of time the agents spent in "Not Ready" state divided by the Agents System Time

Agent System Time (Min): Total time the agent was logged into LiveVox which includes Total Ready, Total in Call, Total Wrap Up, and Total Not Ready Time.

Agent Productive Time (Min): Total time in minutes the agents spent in an "In Call", "Wrap Up", or "Ready" state

- **Productivity Metrics** – Provides aggregated agent level productivity metrics for the selected time period

21.3 Agent Summary Report - LiveVox Voice Portal

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Avg Calls Handled / Agent Talk Hr	Avg Calls Handled / Agent System Hr	Avg Call Length (Min)	RPC: Payment	RPC: No Payment	WPC	Non-Contacts	PTP Amount	Total RPCs	Total RPCs / Agent System Hr	RPC Rate (%)	Conversion Rate (%)	PTP Credit Card	Customer Hung Up
92.80	5.17	0.65	1	1	0	0	1.00	2	2.59	50.00%	50.00%	1	1
92.80	5.17	0.65	1	1	0	0	1.00	2	2.59	50.00%	50.00%	1	1

Average Call Handled / Agent Talk Hr: Total successful operator transfers divided by Total In Call Time in hours (In Call Minutes divided by 60)

Average Call Handled / Agent System Hr: Total successful operator transfers divided by Total Agent System Time in hours (Agent System Time Minutes divided by 60)

Average Call Length (Min): Total "In Call" minutes divided by Total Successful Operator Transfers

RPC: Payment/ PTP: Total calls with a result code of RPC with Payment Arranged

RPC: No Payment/ PTP: Total calls with a result code of RPC with No Payment Arranged

WPC: Total of calls coded as a Wrong Party Connect

Non-Contacts: Total calls coded as other (not RPC or WPC)

PTP Amount: Total amount of PTP payment

This data can be searched across a maximum of three days if 'Show PTP' is selected.

Total RPCs: Total of both RPC with Payment Arranged and RPC with No Payment Arranged result codes

Total RPCs/Agent System Hr: Total RPCs divided by Total Agent Productive Time in hours

RPC Rate (%): Total RPCs divided Total Successful Operator Transfers

Conversion Rate (%): Total calls coded as a PTP divided by Total RPCs

Termination Codes: Total calls with specific termination code selected.

This data can be searched across a maximum of three days if 'Show Termination Codes' is selected.

- Additional Links located in the top right corner of the generated report:
 - **Export to: CSV, PDF, Excel** – Provides you the ability to export report and data to another file type
 - **Help Link** – The Agent Summary Report contains a help link which provides definition around key metrics available within the report

PA219

21.3 Agent Summary Report - LiveVox Voice Portal

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Agent Summary Report Details		Close
<p>Summary:</p> <p>This report shows totals of some key activity figures for each agent. You can search across dates and filter by skill or agent name. It shows you key metrics like the total calls handled by the agent, total time agent was in call, ready and total time agent spend in wrapup.</p> <p>Description of Key Metrics:</p>		
Agent	ID of the Agent	
First Name/ Last Name	First Name/Last Name of the Agent	
Successful Op Transfer	Total calls handled by the agent(Or total calls where agent was actually in Call)	
In Call(Min)	Total time(Mins) spend by agent in a call.	
In Calls(%)	Total In Call time / Total time	
Ready(Min)	Total time(Mins) agent was available for a call	
Ready(%)	Total Available time / Total time	
Wrapup(Min)	Total time(Mins) spend by agent in wrapup	
Wrapup(%)	Total Wrapup time / Total time	
Not Ready(Min)	Total time(Mins) agent was not ready / unavailable	

PA220

21.3 Agent Summary Report - LiveVox Voice Portal

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Related Topics

ACD Reports

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PA221

ANALYTICAL TOOLS

The Analytics category is comprised of the Hourly Analytics, Operator Transfer Analytics, Skill Comparison Analytics, Penetration Summary Analytics and Penetration Detail Analytics. Analytical tools provide you information on the contact patterns of consumer campaigns. You can view saved reports for any of the Analytics Reports. Managers that have Sysadmin or Superuser privileges can schedule reports.

Related Topics

[Saved Reports](#)

[Scheduling a Report](#)

[Hourly Analytics](#)

[Operator Transfer Analytics](#)

[Skill Comparison Analytics](#)

[Penetration Summary Analytics](#)

[Penetration Detail Analytics](#)

[Mobile Analytics Dashboard](#)

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SAVED REPORTS

- Upon clicking into any of the Analytics Reports you can access the Saved Reports tab to view existing reports.
 - Each scheduled report is saved under the 'Saved Reports' tab and can be viewed by selecting the appropriate hyperlink from the Formats column.

Saved Reports							
Created Date	Report Name	Start Date	End Date	Client	Call Center	Call	Formats
04/24/2011 10:22:02	Report For 04/17/2011 - 04/23/2011	04/17/2011	04/23/2011	4100	433		Export To HTML CSV PDF Excel
04/24/2011 13:21:04	Report For 04/01/2011 - 04/23/2011	04/01/2011	04/23/2011	4100	433,420,605		Export To HTML CSV PDF Excel
04/17/2011 09:20:00	Report For 04/10/2011 - 04/16/2011	04/10/2011	04/16/2011	4100	433		Export To HTML CSV PDF Excel
04/17/2011 08:21:03	Report For 04/01/2011 - 04/16/2011	04/01/2011	04/16/2011	4100	433,420,605		Export To HTML CSV PDF Excel
04/10/2011 08:45:05	Report For 04/03/2011 - 04/09/2011	04/03/2011	04/09/2011	4100	433		Export To HTML CSV PDF Excel
04/10/2011 08:13:04	Report For 04/01/2011 - 04/09/2011	04/01/2011	04/09/2011	4100	433,420,605		Export To HTML CSV PDF Excel

Related Topics

[Analytical tools](#)

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SCHEDULING A REPORT

- The 'Schedule Reports' tab is only available to Sysadmins and Superusers. Upon clicking into any of the Analytics Reports, you can access the Saved Reports and Schedule Reports tabs to view and schedule reports.

For scheduling reports:

- There is no particular naming syntax for "Generated Report Name". You can make it slightly descriptive like "Weekly For Barbados", or "MTD For Barbados"
 - The entry is limited to 100 characters
- The pattern \$startDate, \$endDate in the name, gets replaced by actual dates for the report.
 - If Weekly option is chosen, the report is going to be generated for the previous week from Monday to Saturday and start/end date will be automatically populated.
 - If MTD option is chosen, the report is going to be generated from the 1st of the month to the current date and dates will be automatically populated.



Scheduled reports will run on Sundays starting at 8am for MTD and last week results.



Only 10 jobs per report are supported. When the amount of allowed jobs is exceeded, you will receive the following notification:



Scheduled jobs can be deleted and replaced by new jobs.

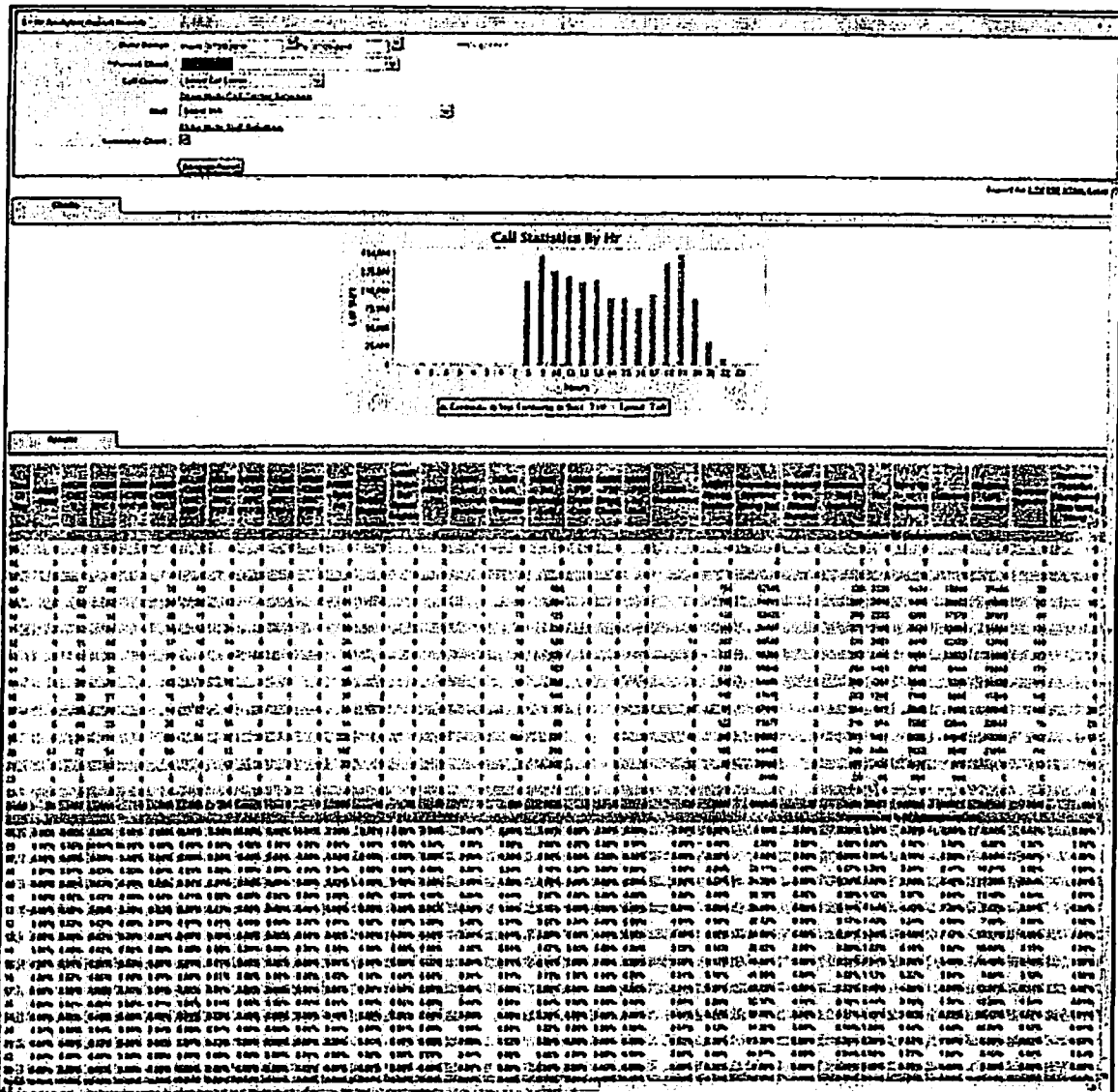
Related Topics

[Analytical tools](#)

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HOURLY ANALYTICS

- The Hourly analytics report provides hourly contact performance for a skill. This allows you to monitor the performance metrics listed below to assess fluctuations in consumer contact and agent conversion rates at hourly intervals across portfolios. This collates the same call results as the Real Time Report (RTR), but breaks it into an hour-by-hour break-down.
 - The report segments hourly statistics based on consumer time zone for the following metrics:
 - Connect Rate
 - Live Answer Rate
 - Conversion Rate
 - Agent Performance Metrics by intervals



23.3 Hourly Analytics - LiveVox Voice Portal

Page 2 of 2

Related Topics

[Analytical tools](#)

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PA227

OPERATOR TRANSFER ANALYTICS

- Collates ACD connection and transfer metrics into an hourly summary segmented by the time zone of the end consumer.
- Data is segmented under the following heading:
 - Successful Operator Transfers
 - Unsuccessful Operator Transfers
 - Connected Calls



Connected Calls are further broken down in percentages of Successful and Unsuccessful Operator Transfers.

23.4 Operator Transfer Analytics - LiveVox Voice Portal

Page 2 of 2

Summary													
Client		Demo		Report Date 04/17/2011 09:02:40 EDT									
Call Center		433, 439, 885, 1222, 15, 433											
Start Date		04/10/2011											
End Date		04/16/2011											
Results													
Index	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count
00	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
01	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
02	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
03	1	0.00%	0	0.00%	3	0.00%	0	0.00%	0	0.00%	1	0.00%	3
04	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
05	0	0.00%	0	0.00%	7	0.00%	0	0.00%	0	0.00%	0	0.00%	8
06	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
07	2	0.00%	0	0.00%	6	0.00%	0	0.00%	0	0.00%	2	0.00%	4
08	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
09	0	0.00%	0	0.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	1
10	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
11	0	0.00%	0	0.00%	4	0.00%	0	0.00%	0	0.00%	0	0.00%	5
12	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
13	0	0.00%	0	0.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	1
14	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
15	0	0.00%	2	0.00%	2	0.00%	1	0.00%	0	0.00%	1	0.00%	2
16	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
17	0	0.00%	2	0.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	2
18	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
19	0	0.00%	1	0.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	1
20	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
21	0	0.00%	1	0.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	1
22	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
23	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
24	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
25	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
26	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
27	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
28	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
29	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
30	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
31	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
32	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
33	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
34	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
35	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
36	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
37	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
38	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
39	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
40	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
41	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
42	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
43	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
44	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
45	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
46	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
47	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
48	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
49	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
50	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
51	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
52	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
53	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
54	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
55	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
56	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
57	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
58	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
59	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
60	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
61	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
62	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
63	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
64	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
65	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
66	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
67	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
68	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
69	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
70	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
71	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
72	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
73	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
74	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
75	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
76	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
77	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
78	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
79	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
80	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
81	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
82	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
83	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
84	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
85	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
86	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
87	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
88	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
89	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
90	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
91	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
92	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
93	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
94	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
95	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
96	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
97	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
98	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
99	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
100	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0

Related Topics

[Analytical tools](#)

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PA229

SKILL COMPARISON ANALYTICS

- You can create side-by-side comparisons of the contact and agent performance statistics of two separate skills. This allows you to compare multiple skills without the need to export and create templates in outside utilities. Comparisons may be made with the following data points.
 - Connect Rate
 - Live Answer Rate
 - Conversion Rate
 - Agent Performance Metrics
 - RPC Rate
 - Dollars Collected
 - Overall Efficiency and Effectiveness

Summary

Client: Demo
 Call Center: 429, 429
 Skill: Sun Apr 17 09:31:12 EDT 2011
 Start Date: 04/10/2011
 End Date: 04/16/2011

Report Date: 04/17/2011 09:31:12 EDT

Results

Call	AGENT - Answer Handling	AGENT - Backups	AGENT - Call Back	AGENT - Customer Hand Up	AGENT - Dispute	AGENT - Disposed	AGENT - FIP Credit Card	AGENT - Third Party Number	AGENT - Wrong Number	Unlisted	Operator Transfer	Operator Transfer (Agent Terminated Call)	Total Connected Calls	% Of Connected Calls
Number Of Connected Calls														
ATL_1stParty_Preview AB_OC_Cable Script(8)	0	1	2	3	1	3	1	1	0	1	4	1	18	85.71
ATL_1stParty_Preview AB_OC_Survey Script(9)	0	0	1	0	0	0	0	0	1	0	0	0	2	9.52
ATL_1stParty_Recovery_Manual_Outbound (4)	1	0	0	0	0	0	0	0	0	0	0	0	1	4.76
Total	1	1	3	3	1	3	1	1	1	1	4	1	21	100
% Of Connected Calls														
ATL_1stParty_Preview AB_OC_Cable Script(8)	0.00%	5.66%	11.11%	14.29%	5.56%	14.29%	5.56%	5.56%	0.00%	5.56%	22.22%	5.56%	100%	
ATL_1stParty_Preview AB_OC_Survey Script(9)	0.00%	0.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	100%	
ATL_1stParty_Recovery_Manual_Outbound (4)	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100%	
Total	4.76%	4.76%	14.29%	14.29%	4.76%	14.29%	4.76%	4.76%	4.76%	4.76%	19.05%	4.76%	100%	

Related Topics

[Analytical tools](#)

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PENETRATION SUMMARY ANALYTICS

- The Penetration Summary Report displays an executive summary of attempts per account along with efficiency ratios that display average attempts per account per outcome type. It has the ability to be searched at the enterprise level, call center, or skill.

Report for 11813, 107, 107, 107, 107

Summary

Client: **Impact**
 Call Center: **Impact**
 Skill: **11813_Dual Covered (S)**
 Start Date: **12/1/2013**
 End Date: **12/26/2013**

Report Date: 12/27/2013 14:25:20 EST

Results

Account Type	Attempts	Successes	Failures	Abandoned	Unanswered	Total
Queue Accounts By Skill Results	14,829	378	24,443	774,163	83,826	774,163
% of Total Accounts	18.48%	1.24%	31.47%	98.77%	10.00%	100.00%
% of Unanswered Accounts	26.40%	1.84%	8.73%	31.27%	100.00%	
Breakdown of All Unanswered Accounts						
All Unanswered	23,642	2,849	19,167	134,400	339,396	531,388
End of All Unanswered Accounts	23,642	2,849	19,167	134,400	339,396	531,388
Category Accounts By Final Result	24,726	1,945	22,157	108,438	329,496	461,936
Breakdown of All Unanswered Accounts						
Unanswered	2,771	433	4,031	11,454	260,236	274,654
Breakdown of all 11,454 accounts that were eventually dialed but never connected						
Unanswered	1,040		20,750	58,220		80,010

*Breakdown of results of 23,642 accounts that were never dialed

Unanswered	2,771	433	4,031	11,454	260,236	274,654
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**Breakdown of results of 11,454 accounts that were eventually dialed but never connected

Unanswered	1,040		20,750	58,220		80,010
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Related Topics

[Analytical tools](#)

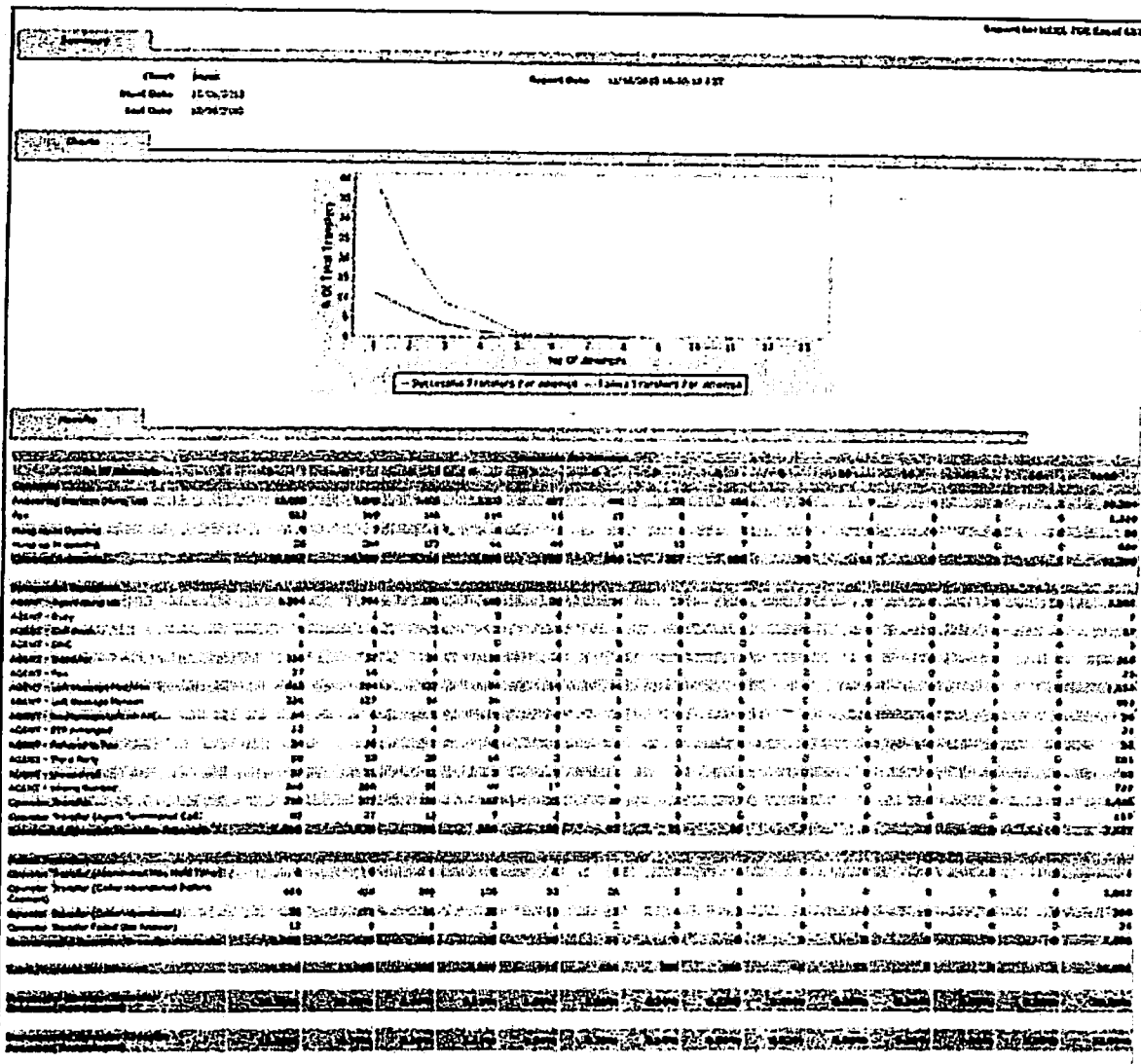
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23.7 Penetration Detail Analytics - LiveVox Voice Portal

Page 1 of 1

PENETRATION DETAIL ANALYTICS

- The Penetration Detail Reports is comprised of a graph and tables of data that show account metrics at each unique attempt. This breaks out the Summary Report into more detail. It has the ability to be searched at the enterprise level, call center, or skill.
- Accounts per Attempt:** The columns are sequentially ordered for attempts by outcome. Aggregate values fall to the right and towards the bottom cells. The cells at the very bottom are percentages of successful and unsuccessful operator transfers.



Related Topics

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MOBILE ANALYTICS DASHBOARD

- The Mobile Analytics Dashboard allows you to view campaign analytics from a mobile phone. The dashboard will work on iPhone, Android, and Blackberry 6+.
- To access reporting via Mobile Analytics Dashboard:

1. Enter your voice portal link or cut and paste it into your mobile browser window

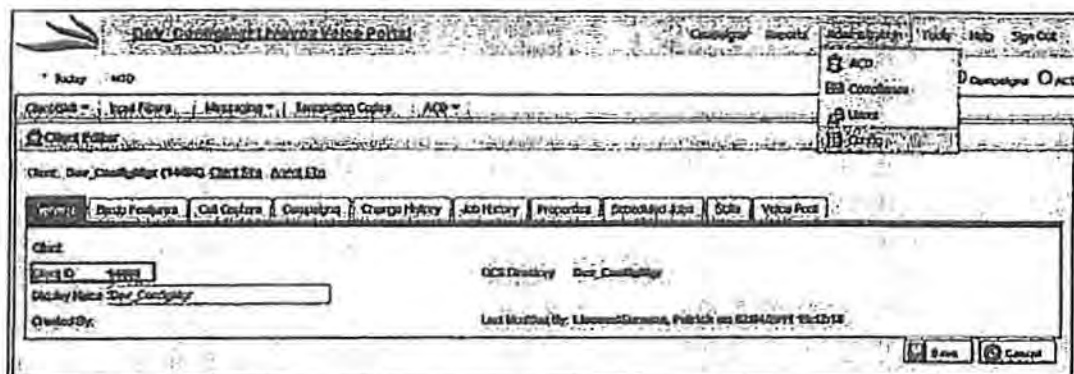
▪ https://www.tfhclient.com/client_name/Voiceportal

2. Enter your user login and password when prompted
3. It is recommended to bookmark this link to the mobile browser
4. Upon logging in, copy the following link to your mobile browser, to access the mobile reporting dashboard:

https://www.tfhclient.com/reporting_2.5.0/dashboard_mobile.jsp?client_id=client-id-number



The client ID number can be obtained from the client editor section in the Configuration Manager. To access the client editor go to Administration>Config from the top menu. Client ID number can be found by accessing the General tab as shown below.



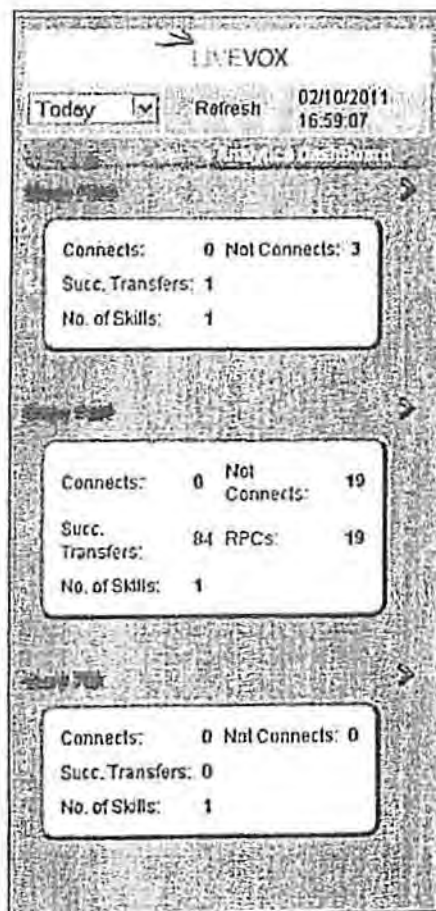
The following is a sample link with client id number:

https://www.tfhclient.com/reporting_2.5.0/dashboard_mobile.jsp?client_id=1234

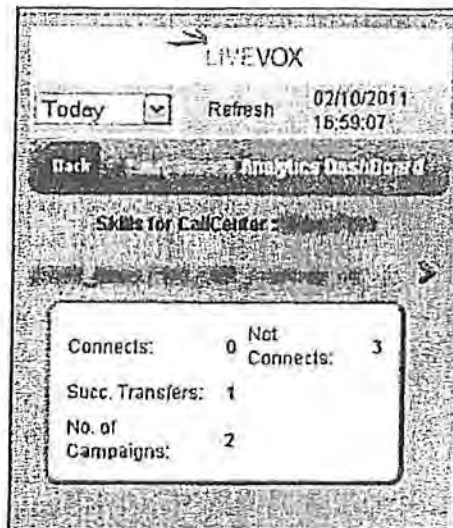
Please contact support if you have issues looking up the client ID number.

The following are examples of the screens available via the Mobile Reporting Dashboard:

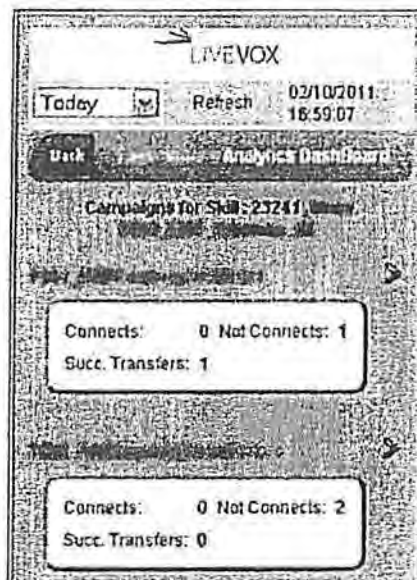
Call Center view



Skill Level view



Campaign files view



Campaign details view

The screenshot displays the 'Campaign Details' view within the LiveVox Mobile Analytics Dashboard. At the top, there is a header with the 'LIVEVOX' logo, a 'Today' date selector, a 'Refresh' button, and a timestamp '02/10/2011 16:59:07'. Below the header is a navigation bar with a 'Back' button and a link to 'Analytics Dashboard'. The main content area is titled 'Campaign Details' and contains the following information:

Campaign Name:	Test Campaign
Start Date:	02/10/2011 13:42:38
End Date:	02/10/2011 13:43:02
Connects:	0
Not Connects:	1
Not Mades:	1
Success Transfers:	1
Failed Transfers:	0
IVR Duration (mins):	0.2
Transfer Duration (mins):	0.4

Related Topics

Analytical tools

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